

Welcome to the Camillo Properties Community.

Our team is committed to providing our residents with exceptional service from their leasing to property maintenance needs. With a strong foothold in the building and construction industry, Camillo Properties operates with integrity as the core foundation in all our business dealings.

In this packet, you will find an overview of what to expect when you lease your home from Camillo Properties. We are proud of our energy efficient homes that boast spacious floor plans with upgrades such as wood-style floors and 2-inch blinds. With a fully-fenced backyard, automated sprinkler system, and complimentary mowing service; our residents can immediately enjoy their home as soon as they move in.

To provide our residents with the best leasing experience, some basic house-keeping items are assigned to the resident. Camillo Properties will be there every step of the way to guide how to care and troubleshoot certain items in your home.

Thank you for trusting Camillo Properties for your home as we are glad to have you as our resident.

Sincerely,
Your Camillo Properties Service Team



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Accessing your Tenant Portal

Upon making the deposit on the home, the tenant portal is setup for our residents by the leasing representative. The link to access the portal will be sent to the resident via email. This portal will be your main resource when communicating with Camillo Properties, submitting maintenance requests, paying rent, reviewing lease documents, accessing owners manual resources, troubleshooting, and much more. The first time you log in to your portal, you must use a desktop/laptop computer and not a mobile/tablet device. After your initial login, you can then access your portal on any device.

Before each resident moves in, we take several steps to inspect and prepare the property to optimal working order to avoid any issues with the home after the resident has moved in. However, when issues do arise, we work towards correcting the issue as quickly and efficiently as possible.

Troubleshooting

Prior to submitting a maintenance request for a component in your home, we **require** the resident to attempt the troubleshooting steps listed in this packet first as often times it can resolve the issue. If a service call is dispatched to a residence and it is determined that the issue could have been solved by the troubleshooting tips, was the residents responsibility, or was damaged by the resident, the resident will be charged back for the service call/repair on their ledger.

Maintenance Request

If the troubleshooting is unsuccessful, Camillo Properties **requires** all our residents to submit their maintenance requests in writing on the tenant portal at www.camillorentalhomes.com. Our residents will be contacted within 3 business days to schedule the repair. Camillo Properties requires an individual 18 years or older to be present in the home when the service is conducted. Service calls are conducted Monday – Friday during regular business hours.

Emergency Services

If you have a utility emergency (see below what classifies as a common emergency), call the related service provider that is assigned to your community and inform them that you are a Camillo resident. If the issue is not an emergency and the below providers are called, the resident will be charged for their services on their ledger.

Common Emergencies

An emergency is considered a hazardous or dangerous issue that could damage the welfare of the resident or the property itself if not addressed immediately.

- Plumbing leak inside the home causing an area to flood
- Whole home without power
- Without water
- Without heat when the outside temperature is below 60°F
- Without air conditioning when the outside temperature is above 85°F
- Strong gas smell

Emergency Contacts

Refer to the Camillo Properties website for a list of emergency contacts.

Break-ins

If a resident's home is broken into, a police report must be made first prior to calling Camillo Properties to secure the property. The lock device has been tampered with the lockset will be rekeyed/replaced.

Emergency Shutoff

For the safety of our residents and the integrity of our homes, all our residents are **required** to know how to shut off the utilities to their home in the event of an emergency.

Water Shutoff

If you have a large leak and need to immediately turn the water off, the emergency house shutoff valve is in the side yard next to the exterior of the garage or entry and the main is in the grass a few feet in from the street.

"House" Water Shutoff



"Main" Water Shutoff



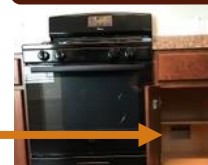
Electrical Shutoff

To turn the electricity off in your home, find the circuit breaker box located on the exterior of the home or inside the garage. Switch the main breaker to the OFF position.

Electrical Shutoff



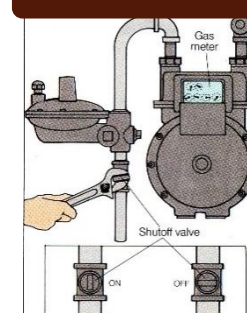
"Stove" Gas Shutoff



Turn gas valve opposite direction of the pipe



"Main" Gas Shutoff



Resident Responsibilities

Camillo Properties takes care of the exterior structure, major plumbing, electrical, heating, cooling, windows, and Camillo appliances in the home. Our residents do share some responsibility with the up-keep and general repairs in their home as notated in the Lease Agreement.

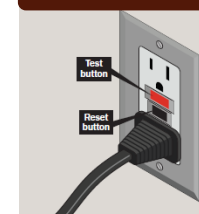
Resident Responsibilities

Electrical	Reset breaker(s)	Cable & internet may be installed in additional rooms; bury lines & secure them to the home	Reset GFCI's		
Emergency Shutoffs	Turn the main breaker off in the control panel located in the garage/garage exterior	Turn the stove gas line off under the kitchen cabinet and main line off at the exterior of the home	Turn the house water line off located on the exterior of the garage or entry and main line off by the street		
General	Replace blinds if damaged	Tighten door knobs, replace lost keys, pay for lockout services	Replace air filters in homes 2015 or older every 30-45 days <i>Camillo will replace media filters in homes 2016 or newer every 12 months</i>	Replace 60-watt light bulbs	Replace 9-volt battery in smoke detectors
Irrigation	Professionally repair broken sprinkler heads that are damaged by the resident				
Landscape	Mulch flowerbeds	Remove pet waste	Trim trees & shrubs	Weed flowerbeds	
Pest Control	Periodic, preventative and extermination costs				
Plumbing	Unclog minor backups caused by resident debris	Toilet seats and flush valves			

Reset Breaker



Reset GFCI



Gas Shutoff



Water Shutoff



Clogs



Report all maintenance issues in a timely manner on your tenant portal

Cable and Internet

Only the living room is wired for cable and internet. The resident may install these services in additional rooms at their expense. Satellites must be mounted to a pole in the backyard and not on the exterior of the home. They must be removed upon move out to avoid removal charges. The service provider is responsible for burying all lines and cables and securing them to the structure of the home. The lawn crew is not responsible for damaged lines that are not properly buried or secured to the home.

Periodic, preventative and extermination costs is at the residents expense.

Responsibility:

Camillo Properties



Resident



Lawn mowing and edging is a provided service to all our residents. Maintaining flower beds, weeding, and tree/shrub trimming and replacement is the residents responsibility.

Service Schedule is listed on the Camillo Properties Website

Fall: bi-weekly service

Winter: no service (grass becomes dormant)

Spring: bi-weekly service

Summer: weekly service

Gates

- Leave gates unlocked on service days
- Gates will not be closed after service; secure your pet prior to pets & children entering the yard
- If delayed, services will resume the following business day(s), weather permitting. Keep gates unlocked



Personal Belongings

- Remove all items such as playsets, water hoses, furniture, lighting, grills, plants, etc.
- Camillo is not responsible for damaged items left in the yard
- Camillo is not responsible for unburied/unsecured cable lines



Pets

- Pets must be secured indoors on service days
- Gates must be secured after service prior to pets entering the yard
- Pet waste must be removed to receive service



Irrigation

- Avoid watering two days prior to service to avoid trenching

The lawn schedule can change without notice.

Irrigation Troubleshooting

Avoid watering 2 days prior to mowing service to relieve possible trenching.

Schedule

Townhomes are mass controlled and managed by the property management company.

Single Family Homes - the operation and controls are managed by the individual resident. For single family homes, it's recommended to water the back and front yard between 4-5 am 3-4 times a week for 5 minutes and water the side yard 2-3 times a week for 2 minutes.

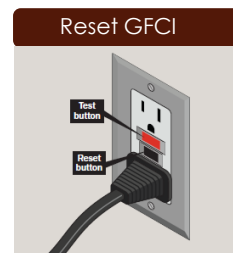
Flooding

If the yard is flooding after the sprinklers have ran, adjust the controls to water less in that specific area and see if that corrects the issue. If not, turn off the back flow valve and submit a maintenance request. Please note that it can take up to 2 weeks to inspect the irrigation issue. Typically, repair results are not relayed back to the resident. For repair confirmations, please contact Camillo Properties for a recap on the repair.

Troubleshooting

Operation

1. To locate the owners manual, look on the control box mounted to the exterior of the garage to identify what brand irrigation you have. All owners manuals are located on the tenant portal under "Documents"
2. There are 4-6 zones on the system so be conscious of what zones you are changing
3. The system is defaulted to run in the early am/ late pm so before concluding its not working, confirm it's current schedule. If you're not getting power to the control box or it says "NO AC", make sure it's plugged in and reset the GFCI in the garage
4. Reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position
5. Make sure the back flow valve on the side of the home is open/in line with the plumbing.



Electrical Troubleshooting

Power

If there is a power outage please contact your electricity provider for restoration of services.

Lights

If the lights do not turn on, make sure the switch is on and check the light bulb to confirm it had not burned out. If it still does not work, reset the breaker.

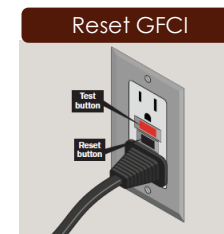
Outlets

If the outlet doesn't work, make sure the wall switch isn't switched to off. If it's switched on, it's possible the outlet has overloaded. Reset the GFCI and if that doesn't work, reset the breaker.

Troubleshooting

Reset GFCI & Breaker

1. Reset all three GFCI outlets. Interior issues: reset kitchen and master bath outlets. Exterior issues: reset garage outlet.
If GFCI outlets are not in the home, reset the circuit breaker located on the exterior of the home or inside the garage
2. Reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position
3. Be sure your appliance (fridge, stove, microwave) are not plugged into the same wall as this will cause the circuit to overload
4. Make sure the microwave is plugged on the wall opposite of your fridge



**Plumbing
Troubleshooting**

Water Heater (Located in the attic so not recommended for residents to enter unless they are comfortable in an attic environment as stepping in the wrong spot such as on insulation can cause one to fall through the attic. If uncomfortable entering, Camillo Properties can send a plumber to your home upon your request).

Without Hot Water - If the water is not hot after running for 5 minutes, check to see if the pilot light blew out on the water heater located in the garage or attic. Under the unit you should see a small flame, if not, push the "Ignite/Pilot" button and use a long lighter to re-light the flame below the unit/ Instructions are also listed on the water heater itself.

Water Temperature - Be mindful that every year water heaters are set too high and send thousands (mostly children) to hospitals with burns. Most safety experts recommend a setting of 120° F. Unfortunately most dials aren't labeled with temperatures so you must be careful. Turn the dial on the water heater in the garage or attic to the desired temperature

Water Not Cooling - Run your water for five minutes as the water lines are in the attic and the Texas weather can heat up the pipes in warmer months

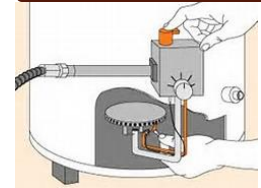
Noisy Pipes

Plumbing pipes will make noise at times and is not unusual to hear water running through drainpipes between the walls. Water supply lines sometimes produce clicking noises as they expand when hot water runs through the pipe and contract when the water cools down

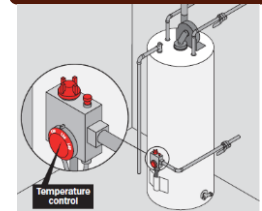
Refrigerator Connection

The water line is behind the refrigerator. To turn it on, remove the protective red clip and push the knob in towards the wall. To turn it off, pull the knob towards you and away from the wall.

Pilot Light



Water Temperature



Clogs

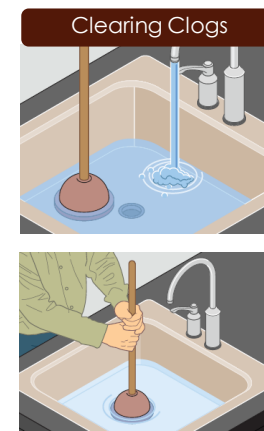
The resident is responsible for clearing clogs that are obstructing water lines. If a resident believes the clog is a defect of the home, submit a maintenance request and Camillo Properties will send a plumber to take a look and fix it. If the clog is caused by the resident, the resident will be charged on their ledger for the services conducted.

Tip: Use a drain cover to catch unwanted debris from entering the plumbing line that can cause often times cause a clog. Common items are hair, fruit pits, cooking debris (grease/bones), too much toilet paper, small foreign objects, and small toys.

Troubleshooting

Clearing Clogs

1. Take the drain plug off and remove any debris that is visibly seen obstructing the drain
2. For unreachable debris, use a rubber plunger and make sure there is enough water in the basin to cover the rubber cup prior to plunging
3. If you are able to clear the water out by plunging, pouring baking soda and vinegar plumber solution down the drain will help flush any remaining particles down the line



Thermostat

Set your thermostat to a recommended 72° F for heating and 78° F for cooling. If you have a second floor, it's likely to be warmer than the lower level. The thermostat has a five-minute time delay when switching functions. If you change functions during the five-minute delay, an additional five minutes will be added to the delay time. Wait the full time before expecting activation of the new function.

Air Conditioning

The system is designed to give you about a 20° difference from the outside temperature. To avoid freezing the system, gradually drop the system 2° at a time until the desired temperature is met. For homes built in 2015 or before, residents are responsible for changing their air filters every 30 days. For homes built in 2016 or after, Camillo Properties will change the air filter every 12 months since the air exchange is located in the attic. If the air conditioning unit malfunctions due to the lack of the resident replacing the air filters, the repair will be charged to the residents ledger.

Heating

Upon the first couple times the heating unit is turned on, the resident may smell a slight burning smell. This is normal and will subside after it's been run a couple times.

Troubleshooting

Fan Running but Not Cooling

1. Be sure to change the filter every 30 days
2. Reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position
3. There is an additional breaker box for the air conditioner outside by the unit, make sure the switch is to ON
4. Allow 10 minutes for the unit to reset



Dishwasher

To clean dishes effectively, run the disposal before turning on the dishwasher. A clogged sink drain will cause a flood. Use only automatic dishwasher detergents in the recommended amounts. If the dishwasher isn't directly wired, plug directly into a grounded outlet light switch above the sink. It is recommended to clean the strainer, pump, and spray arms every three months to remove objects that could clog the drain system. Before cleaning the interior of the dishwasher, wait at least 20 minutes after a cycle for the heating element to cool down. Failure to do so could result in burn injuries.

Troubleshooting

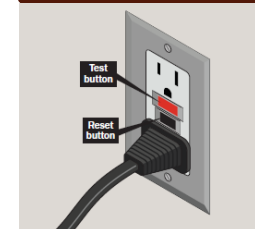
Not Turning On

1. Confirm the light switch closest to the disposal is switched on
2. Reset all three GFCI outlets located in the kitchen, master bath, and garage. If GFCI outlets are not in the home, reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position
3. Confirm the dishwasher is plugged in under the sink and the dishwasher door is closed
4. Check under the sink to confirm the angle stop is turned all the way

Not Draining

1. Turn on your disposal to clear any backflow in the line
2. Clean/remove debris from the air gap hole
3. Break up clogs by mixing 1 cup vinegar and ½ cup baking soda; pour it down the basket on the bottom of the dishwasher. After 15 minutes, rinse with boiling water

Reset GFCI



Reset Breaker



Air Gap Hole



Angle stop "water"



Disposal

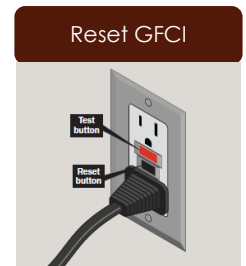
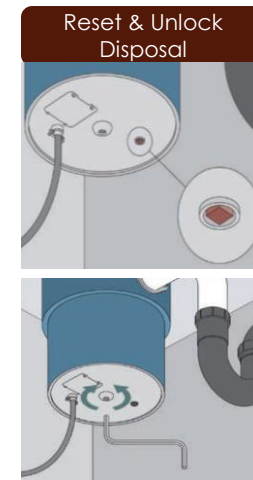
To use the disposal correctly, run cold water and turn the disposal on before depositing food into it. Make sure small objects that can fall into the disposal are cleared. Insert foods loosely and do not pack it full as that can jam the disposal. Keep the disposal running for approximately 15 seconds after the noise of grinding has completed.

Do Not Insert - Bones, Fruit Pits, Corn Husks, Artichokes, Potato Skins, Grease, Fat, Hard/Foreign objects

As a reminder, the resident is responsible for clearing clogs that are obstructing water lines.

Troubleshooting

1. Check under the sink to confirm the unit is plugged in
2. Turn the switch to the unit off and dislodge a possible jam with tongs
3. Go under the sink and press the red reset button on the disposal
4. While under the sink, some models have a place to insert an allen/hex wrench into the hole. If yours does, insert the allen/hex wrench until the blades turn a full rotation in both directions
5. Reset all three GFCI outlets located in the kitchen, master bath, and garage. If GFCI outlets are not in the home, reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position



**Appliance
Troubleshooting**

Stove

If the stove/oven is not working, check the gas line. The gas valve is located under the bottom cabinet to the right/left of the stove. The handle must be in-line of the direction of the gas pipe to be on. The resident may need to let the air bleed out of the line by turning on the stove burner for approximately 5 seconds. If this does not work reset the GFCI and breaker.

Vent Hood

The range hood installed does not move a large amount of air. On high they are not audible and on low they are barely audible. Be sure it is plugged into the cabinet above the range, the light should turn on. If there is not any power running to the vent, it's possible a breaker tripped or the circuit has been over-loaded. Reset the GFCI and breaker.

Troubleshooting

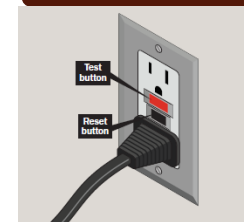
Reset GFCI & Breaker

1. Reset all three GFCI outlets located in the kitchen, master bath, and garage. If GFCI outlets are not in the home, reset the circuit breaker located on the exterior of the home or inside the garage. Switch to the OFF position and back to the ON position

Gas Valve



Reset GFCI



Reset Breaker



Garage Door

Lock Mechanism

The garage door does not come with an automatic opener. To lock the garage, manually turn the bar lever until it locks into the frame. A previous resident may have installed an automatic garage door opener however, Camillo Properties will not service the motorized unit nor supply remotes/codes to the unit since it was not installed by Camillo Properties.

Gaps

When closed, garage doors are not meant to be 100% sealed. You may see some gaps on the sides where light shines through. Depending on your area, you may receive some unexpected residents such as pests, rodents, and amphibians who may enter through the gaps. Please refer to the pest policy regarding extermination. The resident may purchase and install garage weather stripping to seal the gaps.

Garage Door Lock



The resident must leave the home in the condition the home was in prior to move in. Any damages and alterations beyond normal wear and tear that Camillo Properties must fix, after move out will be charged to the tenants ledger/deposit per the Lease Agreement.

Move out Checklist

To help maximize return of your deposit, Camillo Properties has provided a move out checklist for key items:

- Remove all belongings from the house, garage, yard, and curb side
- Remove wall scuffs with a dry eraser and repaint with Camillo approved paint, have any sheetrock damages repaired by a professional
- Flowerbeds, trees, and bushes must be well manicured (mulched, weeded, trimmed)
- Replace dead sod/grass
- Replace broken blinds
- Replace burned out lights bulbs, light covers, a/c filters, and broken window screens
- Correct any damage caused by pets including holes in the yard, broken fence pickets, chewed up doors/window seals, and blinds
- Remove satellite dishes
- Repair any damages that the resident caused
- Thoroughly clean the inside and outside of the home; make sure all trash is disposed inside the waste receptacles and taken to the street. Anything not inside the waste receptacle will not be picked up by waste management company and will be charged to resident
- Resident will be charged for any chipped/scratched and stained flooring