



RESIDENT HANDBOOK

Welcome to Real Property Management Gateway

We would like to personally thank you for renting from Real Property Management Gateway.



We are a locally owned and operated residential property management company that specializes in managing rental properties. We look forward to servicing you as your property manager during your tenancy.

Contacting Our Office

There are several ways to contact our office. If you have a maintenance need, please call our maintenance hotline at (314) 739-5007 ext.101. This line is available 24 hours a day, seven (7) days a week with an emergency contact number at the end of the message. Please use this number for your maintenance needs to ensure that the proper individuals within the company can quickly process your requests.

For all other needs, please call our office directly at **(314) 739-5007**, contact us through your tenant portal or e-mail us at info@rpmgateway.com

Our Office Hours

Our office hours are 8:30am to 4:30pm Monday thru Friday. If you reach our voicemail system, please leave a detailed message providing your name, property address, best contact number, and the reason for the call.

Website Address - www.rpmgateway.com

Tenant Portal

One of the greatest benefits we offer our residents is the Tenant Portal. The Tenant Portal provides you with access to information and services for your rental property 24 hours a day, 7 days a week. You will receive an e-mail from "noreply@propertyware.com" with a link to your portal and login information.

Please check your SPAM/JUNK mail if you do not see it in 24 -48 hours of signing your lease and give us a call and we would be happy to make sure that you get access. On the Tenant Portal you can review your account, view charges, pay rent and other bills, request non-emergency maintenance, and communicate with us using the conversations tool.



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Information Change Request

Contact our office, once we verify your information we will send you an information change request form.

Leases

Real Property Management uses a simple and easy-to-understand lease that was prepared with you in mind. Please be sure that you read it carefully to ensure that you understand everything in the document. Keep in mind that it is a binding, legal contract. If you have questions about some of the provisions, you are encouraged to have it reviewed by an attorney prior to signing it.

Terms

It is important to note the dates on your lease – when your lease begins and when it ends. Your lease only ends when you have completed your contract term, given proper written notice per the laws in your state, and when you have returned the keys to the Real Property Management Gateway office. Review your renewal process to verify your lease anniversary or end date.

There is a final move-out condition evaluation report completed after you vacate to ensure that you left the premises in as good a condition as it was when your lease began and that the home is in rent-ready condition.

If you plan to vacate the property before the end of your lease, please be aware of the lease expiration date because you are responsible and will be held liable for all rents due until the end of the lease.

When the Rent is Due

Your rent is due in the Real Property Management Gateway office by the close of business on the date stated in your lease.

Call the Real Property Management Gateway office immediately if you will not be able to meet this commitment. Additionally, please review your lease for any repercussions that may result from paying your rent late and the acceptable form of late payment.

Deposits




You may have paid a security deposit. Security deposits are **NOT** intended to be used as last month's rent. If you fail to pay rent with your written intent to vacate notice, you may be subject to collection efforts. If you paid a security deposit, it will be refunded to you subject (**MO Section 535.300.1**). If repairs are required or if you otherwise owe money to Real Property Management Gateway, these amounts will be deducted from your security deposit prior to any refund. You will be paid within the 30 day timeframe required by Missouri law, and you can expect a statement of any withholdings made from your security deposit.



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How to Make Changes to Your Lease

Your Lease Agreement is a legal, binding document. There are a few instances, however, in which it may be amended if all parties to the contract agree. Contact your Real Property Management Gateway office immediately if you want to make any changes to your lease. Examples include:

-  Changes or additions regarding residents
-  Changes regarding pets
-  A need to terminate your Lease Agreement early or exceed your lease agreement

We understand that each situation is different. However, some changes may be governed by state or local laws, so please discuss your situation or concern with your Real Property Management Gateway office.

Adding Residents

If you wish to add a resident to your lease, please contact the Real Property Management Gateway office to discuss the situation. We must approve any additional resident(s) on the lease as well as conduct background checks.

There is no exception to this policy. In addition to keeping the residents of Real Property Management Gateway safe, our company is bound by local and state regulations, as well as by federal Fair Housing Laws and mandates to maintain a safe, secure environment for our residents.

Pets

Your lease will specify if you are or are not allowed to have pets. If you are allowed to have pets in the home, there may be some restrictions as to the type, breed, and size of animal. Any pets not specified in the Lease Agreement are not allowed on the property. Any future animals need to be approved in writing BEFORE they can reside at the property. If you are authorized to have a Service Animal, however, we will accommodate you in accordance with the law. Pets require an additional \$300 deposit and \$25 per month per pet rent and proof of renters and or pet liability insurance. After move-out, you will be responsible if any fleas are discovered at the property and you did have a pet occupy the home. If you are concerned this may occur, we ask you contact a Pest Control company to have the property treated prior to the move-out evaluation.

Mailbox

If your mailbox is managed by the United States Postal Service (big silver box), Real Property Management Gateway does not provide keys or services for the box. Real Property Management Gateway will provide a box number, if we know it. There are many circumstances (especially in the case of investor owned property) in which Real Property Management Gateway will not have a box number. You are responsible to arrange with USPS for postal service to your assigned box. The resident is responsible for all fees or deposits required to establish mail service. If you will receive mail at a location other than the property, you must notify Real Property Management Gateway in writing of your correct mailing address.



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Pests

Real Property Management Gateway will guarantee a single family home in pest free condition for the first 30 days of your tenancy. Regular maintenance of the home in a pest free condition is the responsibility of the Resident. Please contact your Real Property Management Gateway office if you have concerns about a specific situation.

Smoking

Your lease will have a provision stating whether or not smoking is permitted on your premises. If smoking is not permitted on the premises, you will be responsible for all costs associated with removing all smoke odor, stains or discoloration at the property.

Guests

There is a fine line between when guests become residents. Your lease will state the maximum length of stay permissible by a guest. Our intent is not to restrict having visitors, but to help us keep track of the number of people who are residing at the property. In many areas, there are limits placed on the number of occupants a property may legally house by applicable fire, safety, and health regulations.

Utilities

Your responsibilities regarding utilities are written in your lease. In most cases, you will be responsible for all costs associated with putting all utilities in your name prior to occupying the home. Some states require a deposit or connection/set-up fee you will incur to obtain service.

Municipal Services: Water/Sewer/Trash

Water, sewer, and trash services are handled by a number of different vendors depending on the specific location of the property. **If your lease agreement states that you are responsible for Water/Sewer/Trash or any portion of these bills, you may receive the bill through Real Property Management Gateway (unless otherwise stated in your lease). If you are unsure of who your service provider is, whether you can hold the account in your name, or if you should be paying Real Property Management Gateway for water, sewer, and trash services, please consult your Real Property Management Gateway office.**

Yard Maintenance/Landscaping

Your lease will specify if you are responsible for yard cleanup and landscape maintenance of your property. ALL SINGLE FAMILY HOME RESIDENTS ARE RESPONSIBLE FOR KEEPING THE GRASS CUT AND FREE OF FENCE LINE OVERGROWTH AND YARD DEBRIS. Regardless of responsibility for landscape maintenance, the resident is responsible to ensure that the yard is free of debris and being watered within the watering guidelines for the municipality. Please report any malfunction of sprinkler systems to Real Property Management Gateway. If there are no sprinklers, the resident is responsible to ensure that the landscaping receives sufficient water.

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Maintenance

Real Property Management Gateway goal is that you have a well-maintained and habitable unit that you can safely enjoy during the duration of your lease.









Real Property Management Gateway has an **Emergency Maintenance Hotline (636) 212 -3252** that can be reached 24 hours a day, seven (7) days a week. **All EMERGENCY maintenance should be called into the Hotline.**

Non-emergency work may be requested through your resident portal. E-mails, text messages, voice mails, or notes are not as effective as phone calls unless the law requires otherwise. Phone calls go directly into our maintenance queue for prioritization, approval, and proper scheduling. If the requested maintenance is deemed to be an emergency, we will be paged.



Once a maintenance request is received, Real Property Management Gateway prioritizes the request in accordance with emergencies having the highest priority. Not everything is an emergency and Real Property Management Gateway complies with the law in considering what must be fixed first so that the resident can safely live in the unit. Many laws allow a certain period of time within which repairs may be made.

Here are some common examples of problems that are typically considered emergencies:

-  No heat during winter months
-  No Air conditioning in the summer when there is only one unit and temps outside are 85 and above
-  Loss of power or water
-  Clogged or non-working toilet when there is only one toilet in the unit
-  Sewer backup
-  Flooding
-  Security issues (damage from break ins/natural disaster)
-  Some legal notices from housing departments/city inspection departments

If the maintenance request is not an emergency, Real Property Management Gateway coordinates approval and funding with the Owner to ensure that the problem is addressed properly.

Real Property Management Gateway often uses contractors who are insured and licensed (when required) to perform maintenance services. All contractors are regularly monitored to ensure that quality and timeliness standards are met or exceeded.

If the maintenance item is found to be due to a resident's negligence or willful act, the resident(s) will be assessed the bill for repairs/replacement/damages. This includes and is not limited to damage to cabinets, tile, walls, floors, interior and exterior finishes, windows and doors, landscaping and



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debris/trash removal, and pest control/mold abatement due to unclean tenant living conditions. The tenant must maintain the rental unit in a condition that allows free egress through the unit; the tenant must ensure all personal items are cleared of the area in the unit requiring maintenance.



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Property Evaluations

Real Property Management Gateway conducts three (3) types of evaluations. These evaluations are not meant to discover all maintenance issues, nor are they meant to be an invasion of privacy. Instead, these evaluations are designed to ensure that the unit is in good condition and to address concerns that you may have. You can expect advance notification of the timing of any evaluation in accordance with the law. These property evaluations include:

Initial Evaluation

Real Property Management Gateway will provide you with a condition report for your property. You should conduct your own evaluation when you move into the premises to make sure that the condition of the unit is reported accurately. You have 3 days to amend the condition report provided by Real Property Management Gateway. As your Lease Agreement states, you accept the condition of the house “as is.” The results of your evaluation will be used at the end of your lease term to help determine any responsibility that should be covered by your security deposit. Real Property Management Gateway may rely on photographs and or video documentation of the condition when determining security deposit responsibility. If video is available, it may be purchased from Real Property Management Gateway.

Periodic Evaluations

Periodic evaluations are conducted to ensure several things, such as determining that the basic systems in your home are in good working order. A periodic evaluation is a wonderful opportunity for you to identify any maintenance concerns you may have. Please realize that maintaining the quality of your unit is one of our obligations to the Owner of the home. Most often periodic evaluations will be conducted by maintenance personnel looking for drips, leaks, malfunctions, etc. Usually, evaluations are completed within 30 minutes, but the actual time may vary depending on the condition of the unit.

Final Evaluation

This evaluation is performed after you have moved out of the premises. It will be quite in-depth. As discussed here and in your Lease Agreement, the premises are expected to be cleaned to the level required in your Lease, and any damage(s) should be repaired to the satisfaction of Real Property Management [franchise name]. If the unit requires extensive cleaning or repairs, you may have the costs of that effort deducted from your security deposit. If you would like to be referred to an approved cleaning service or carpet cleaning service, the Real Property Management Gateway office will be happy to provide you the contact information.



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Breaking the Rules

Your Real Property Management Gateway office has been hired by the property Owner to make sure that his or her property is rented and maintained. Part of the Owner's expectation is that all applicable rules, agreements, and laws are followed. The typical process that your Real Property Management Gateway office will take if it appears that you have violated a condition of the lease or a local ordinance is as follows:

1. We will attempt to contact you to confirm that a situation or violation exists.
2. If the situation or violation is confirmed, the office will at a minimum make a note of it in the property records. The office will confirm your conversation in writing.
3. If the matter is a major incident, the office may have no choice but to follow the legal process as appropriate in accordance with the law or other regulations.

Complaints and Compliments

We are a service-oriented business. We want your occupancy to be as enjoyable as possible, but we understand that sometimes complaints (or compliments) are inevitable. Please give us the opportunity to address any issues prior to making formal complaints. We prefer to go the extra mile to solve any problem than to have you upset or go away angry in any way. While complaints are never fun to receive; we honestly believe that hearing them is the only way we can accept responsibility, resolve the situation, and work to make the systemic changes to prevent a reoccurrence. Likewise, we sincerely appreciate it when you recognize that a Real Property Management Gateway employee has gone the extra mile for you. Please feel free to notify us of what we did right for you.

How Complaints are Resolved

Please call or email your Real Property Management Gateway office with any concern. Your feedback is used to improve our communications and processes. If your concern is a complaint, here is how we will resolve it:

1. We will do our best to clearly understand the situation from your perspective.
2. We may need some time to look into the issue and we'll make a commitment to respond with a status update within a reasonable amount of time.
3. When we respond, we'll either resolve the issue to your satisfaction, ask what you'd like us to do to resolve the issue, or provide options as to how the issue can be resolved.
4. We'll then do our best to resolve the situation in a timely manner.

We resolve the majority of complaints this way. Be assured that we are committed to working honestly and reasonably with you to achieve our mutual goal of providing a great resident experience.

Please feel free to contact our office should you have any questions or concerns. Again, we look forward to assisting you to make your tenancy enjoyable.

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Moving Out

When terminating or fulfilling your lease, there are a few requirements:

1. Notify your Real Property Management Gateway office in writing 60 days in advance if you do not intend to renew your lease. In accordance with the Owner's instructions, we will be working on leasing your property to a new resident if you have not confirmed your intent to renew your lease. We appreciate your cooperation in re-leasing the property and providing reasonable access for showings.
2. Your Security Deposit **IS NOT LAST MONTH RENT**. All sums are due and payable in accordance with the terms of your rental lease agreement. Failure to pay rent or other amounts due on time may result in late fees, service of legal notice, and other penalties.
3. The unit should be cleaned as required by your Lease Agreement and all damage must be adequately repaired. This includes professional carpet cleaning. A professional business receipt for professional carpet cleaning must be provided to Real Property Management Gateway at the time that you turn in your keys and the service provider must agree to warranty work performed.
4. Move out is at 11:00 A.M. on the day your lease terminates.
5. Keys must be returned to the Real Property Management Gateway office by 5pm on day of move-out.
6. Any outstanding monies owed must be settled immediately or collection fees may be assessed.
7. Verify all utilities are **ON** the day of move-out in order for Real Property Management Gateway to complete a thorough move-out evaluation. If the move-out evaluation cannot be completed due to utilities being turned off, you may incur expenses for reconnection and trip charges to complete the move-out evaluation.
8. If you leave and damages exceed your security deposit, you will be responsible for those additional costs/damages.





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Schedule of Fees

Listed below for your reference are other fees that may be charged to your ledger over the course of your tenancy:

Applications Fee	\$30.00 per person
Rental Payment Processing Electronically	\$5.00
Lease Modification (add or remove persons or other changes to the lease during term)	\$150.00
Non-Sufficient Funds Check	\$175.00
Late Fees (rent is due on the 1 st of each month and late on the 2 nd , late fees are charged on the 6 th day)	\$50.00 on the 6 th and 11 th
Rental Verification Forms	\$50.00
Rental Ledger	\$35.00
Entry to home – lost key	\$100.00
Key Replacement	\$100.00
Lock Change	\$150.00
Garage Door Opener Replacement	\$300.00
Utility turn over (It is your responsibility to have all utilities transferred to your name before occupancy)	\$150.00 + actual cost
Late Statement	\$15.00
Legal Notices	\$15.00
No-Show for Maintenance or Property Evaluations	\$75.00
Notices of Lease Violation	\$75.00
Code Violation (City, County or State)	\$25.00 + actual fine
Month to Month Occupancy	\$150.00
Pet Fee (per month per pet)	\$25.00
Non-Refundable Pet Deposit	\$300.00
Lease Renewal Fee	\$50.00
Maintenance for Tenant (if maintenance is needed due to your negligence or request)	\$60.00 per hour + supplies
Emergency Maintenance response tenant caused	\$150.00
Trip Charge (any trip to the property to post notices etc.)	\$75.00