

**TRU ASSET MANAGEMENT LLC**  
15510 Vance Jackson #101  
San Antonio TX 78249  
210-301-2081  
[info@tru-am.com](mailto:info@tru-am.com)  
[www.truassetmanagement.com](http://www.truassetmanagement.com)



## Resident Acknowledgments

Dear New Resident,

We would like to welcome you to your new home. We sincerely hope that you find the property comfortable and enjoyable. This welcome letter will provide important information about leasing a property from Tru Asset Management LLC

A complete assessment of the property, to include pictures, will be conducted prior to resident move-in. This assessment documents the condition of the property given to the resident and assures the minimum standards for a healthy, safe and clean home are met. All properties, to include carpets, are professionally cleaned prior to resident move-in and will be inspected to meet the minimum standards. Tru Asset Management LLC strives to give residents the property in the best condition possible but may not meet everyone's expectations. In these rare cases, the course of action would be to document the discrepancies on the inventory and condition form that will be provided to you at move in.

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Access by Landlord is covered in the Texas Association of Realtors Residential Lease, paragraph 14. Tru Asset Management LLC's policy on access to the property follows the lease guidelines. We will make every effort to contact you in advance, via email or phone call, if we need to access the property. Reasons for accessing the property may be for maintenance, assessments or an emergency. It is very important that your contact information is kept up to date. Inability to contact residents does not stop access by the landlord and may result in trip charges per the lease agreement.

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An Asset Protection Assessment will be conducted on the property per the owner's agreement. These assessments are conducted to document the condition of the property, coordinate any needed maintenance and for the owner's decision on lease renewals. You will receive an email with a scheduled date of the assessment. These assessments may be conducted twice a year.

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I (We) acknowledge Homeowners Association (HOA) information can be viewed at [www.bpmrental.com](http://www.bpmrental.com) under the residents tab.

\_\_\_\_\_

I (We) acknowledge that utilities may not be on at the property and Resident must coordinate all utility transfers through the utility concierge service provided by Tru Asset Management LLC

\_\_\_\_\_

I (We) acknowledge that renter's insurance is mandatory, and that Tru Asset Management LLC will be named "Additionally Interested".

\_\_\_\_\_

I (We) acknowledge that trampolines, backyard playgrounds, above ground pools or hot tubs (Hard or soft walls) and sheds are not allowed on the property unless installed by the property owner.

\_\_\_\_\_

I (We) acknowledge that in order to prevent misunderstandings, all Resident communications with Tru Asset Management LLC, must be in writing. For all non- emergency communications, please email your property manager directly or our office at [info@tru-am.com](mailto:info@tru-am.com)

\_\_\_\_\_

I (We) acknowledge that all communication regarding the property will be addressed to Tru Asset Management LLC and not the owner of the property directly.

\_\_\_\_\_

I (We) acknowledge that all repair requests must be in writing. Maintenance requests can be placed through our tenant online portal. Note: emergency repair requests may be called in but please follow up these requests in writing.

\_\_\_\_\_

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I (We) acknowledge that if we get a Satellite Dish that we must get written approval from Tru Asset Management LLC and a \$250 security deposit is required prior to making any satellite installation.

- The deposit will be used to return all wiring to "cable ready" condition, remove any satellite specific cables, remove dishes, repair roofs/decking/siding, remove poles, and correct any other changes resulting from the satellite installation. If no corrections are required, the deposit will be refunded.

\_\_\_\_\_

I (We) acknowledge that I will be enrolled in the mandatory Residents Amenity Package at \$30 a month, that needs to be added to the monthly rent.

\_\_\_\_\_

I (We) acknowledge that the Rent will increase each year.

- Owners may increase the rent on the property due to increased property taxes or based on the rental market.

\_\_\_\_\_

I (We) acknowledge that if we are allowed to go on a month to month lease that the month to month rate is 25% more than our current lease rate.

\_\_\_\_\_

**Rent is due on or before the first day of the month.**  
**(Tru Asset Management LLC does not accept personal checks or cash for rent payment)**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_