Hacienda
PROPIEDADES

Welcome to your new home!

Thank you for choosing Hacienda Propiedades to rent or own your new home. We are providing this welcome packet to help with your move-in.

Please keep this information where you can find it easily. It will answer many questions, and avoid having to call our office for most issues.

In this packet you will find information about:

① Payment & Late Fees

② Repair Request

③ Frequently Asked Questions

❶ Payment & Late Fees

3 Ways to Make Your Rent Payment – (SEE INSTRUCTIONS ON THE FOLLOWING PAGES FOR ONLINE PAYMENTS)

⚠️ **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account.

1.) You can pay online at www.hacienda-propiedades.com and click on "Customer Portal" to make your payment. Select "Renters Sign-in", then sign into your account. Then click on the "Make a Payment" tab to submit your payment by bank accout or credit card.

Our office will give you email access if you choose this way to pay. **You have 24 hours to set up your account which includes creating a password. Once you complete the setup, you will have access to your website account.**

2.) You can pay at any of the ACE Cash Express store locations. Our office will give you a PayLease account number to use for your payments. Please keep this number in a safe place. If you lose this number, there is a $5.00 fee for researching it and sending it to you again.

3.) You can also set up your payment to be automatically taken out of your bank account. If you would like the office to do that, we will need you to fill out an ACH authorization form and a copy of a voided check from the account you want us to debit monthly.
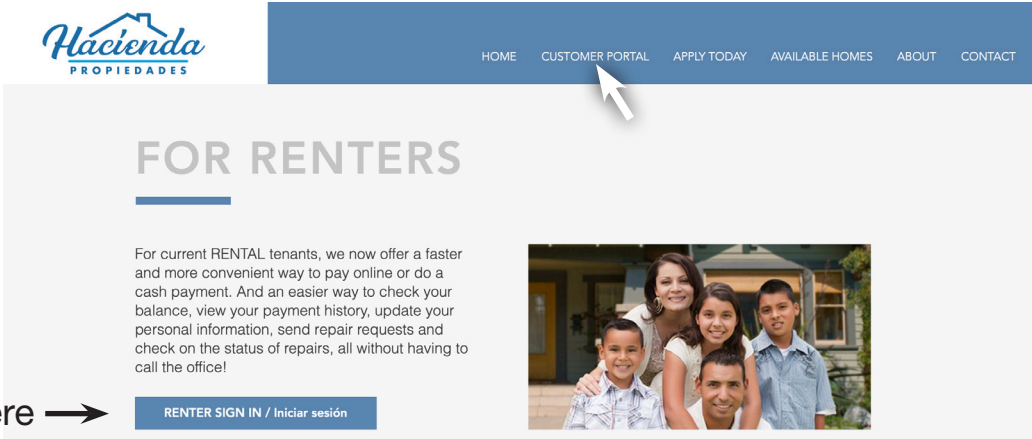
Payment Due Date & Late Fees

Your rent payment is due on the **1st** of the month.

Late fees are charged after 11:59pm on the **5th** of the month.
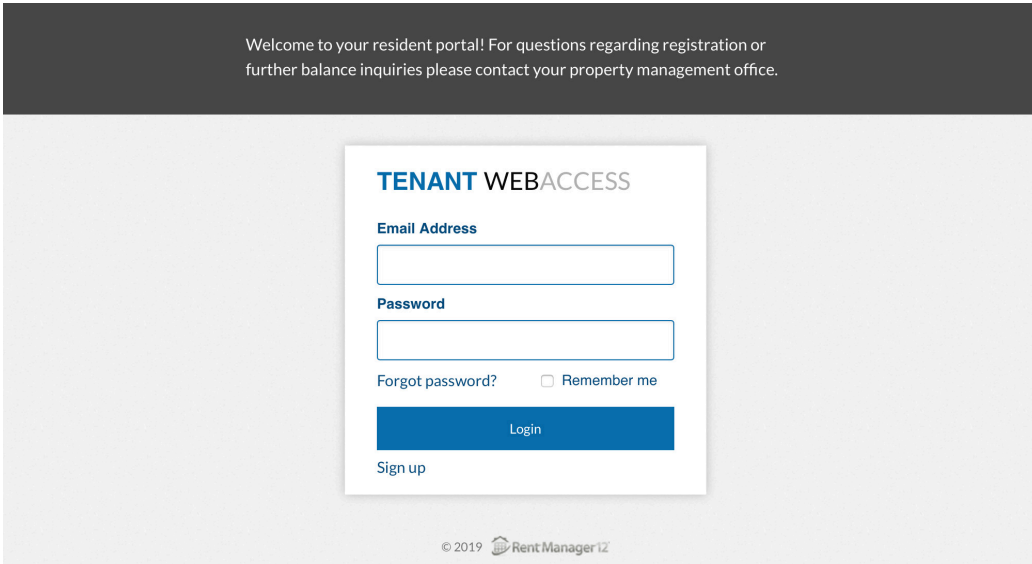
To Make Your Rent Payment Online:

You can pay online by going to www.hacienda-propiedades.com and clicking on "Customer Portal". Then click on the "Renters Sign-in" button.

Sign into your account. **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account so you can sign in.
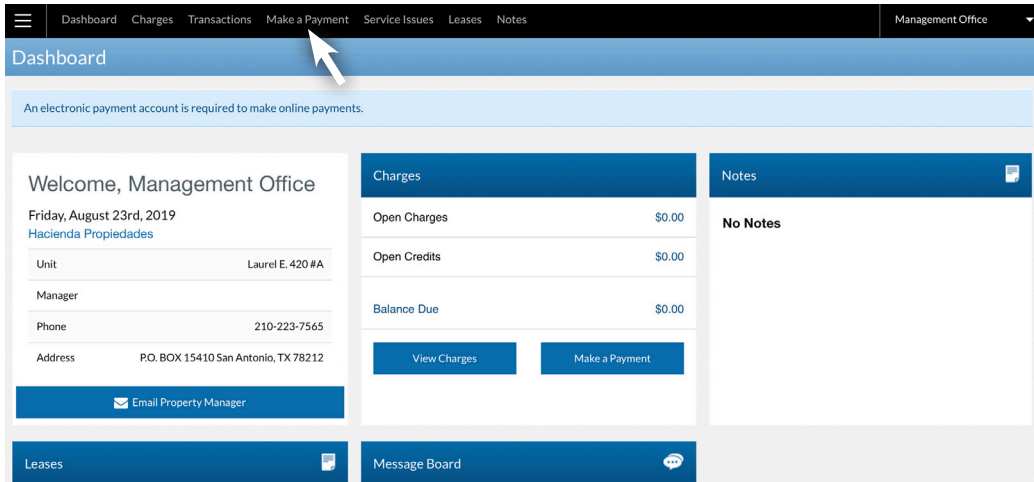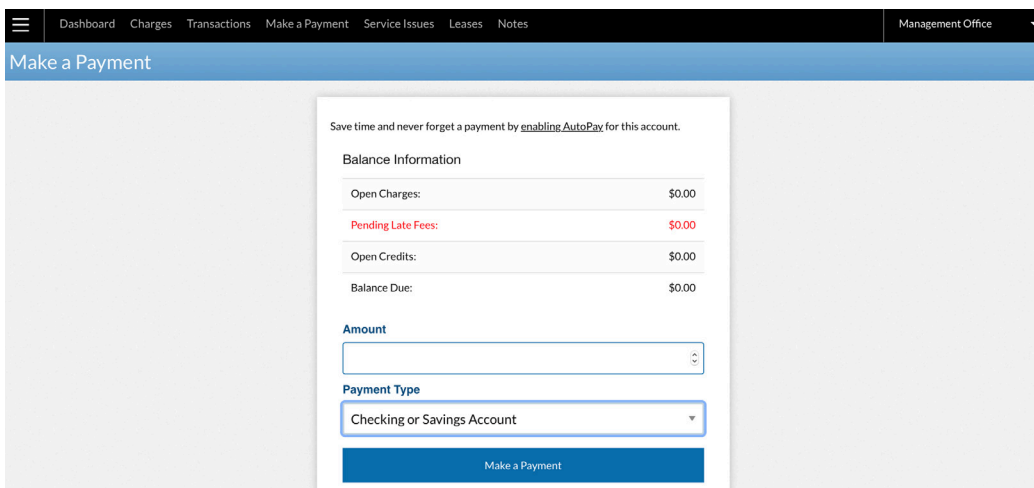
(continued) To Make Your Rent Payment Online:

When you login, you will see your account screen. To make a payment, click on "Make a Payment" on the top menu bar.

Enter your payment amount and select if you want to pay by checking or savings account, or by credit card. Then click on "Make a Payment".

You will then need to enter your bank or credit card information to make a payment. The fee to pay with your bank account is $2.95. There is also a fee to pay by credit card which is usually much higher. It is your choice which to use.

❷ Repair Requests

ALL Repair Request must be submitted online.
NO call-ins will be accepted.
SEE INSTRUCTIONS ON NEXT PAGE

⚠️ **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account.
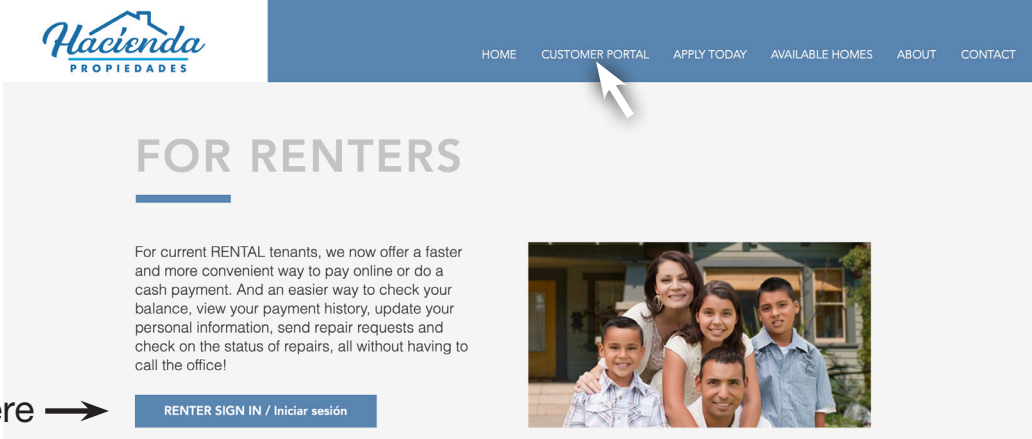
Once you are set up with your tenant website account, you can send a repair request by going to www.hacienda-propiedades.com and click on "Customer Portal". Select "Renters Sign-in" and sign into your account. Then click on the "Service Issues" tab to start your request.

Important Information to Know

• As per Texas Property Code, **the repair of an A/C unit is NOT considered an emergency.** All repairs will be handled within 7 days or less. If it will be more than 7 days we will let you know, most likely due to a part being ordered, or weather delays.

• In your application packet you will find if your home has a water heater or appliances that are powerd by GAS. If they are, you will need to contact CPS to have gas turned on.

• Remember where your water shut-off valve is located. If for any reason there is a plumbing leak, you will need to turn it off until maintenance can fix the problem. This also helps prevent further damage and a high water bill.

• Make sure all smoke alarms are working when you move in. If not, please notify the management office immediately. It is against the Texas Property Code for a tenant to attempt to fix a smoke alarm when moving in. Afterwards, you are responsible for testing the alarms every six months and replacing the battery if needed.

• Make sure you know your appliance plug-ins, adaptors, etc. They should be able to go with the outlets in the property. The management office will not change out functioning outlets.
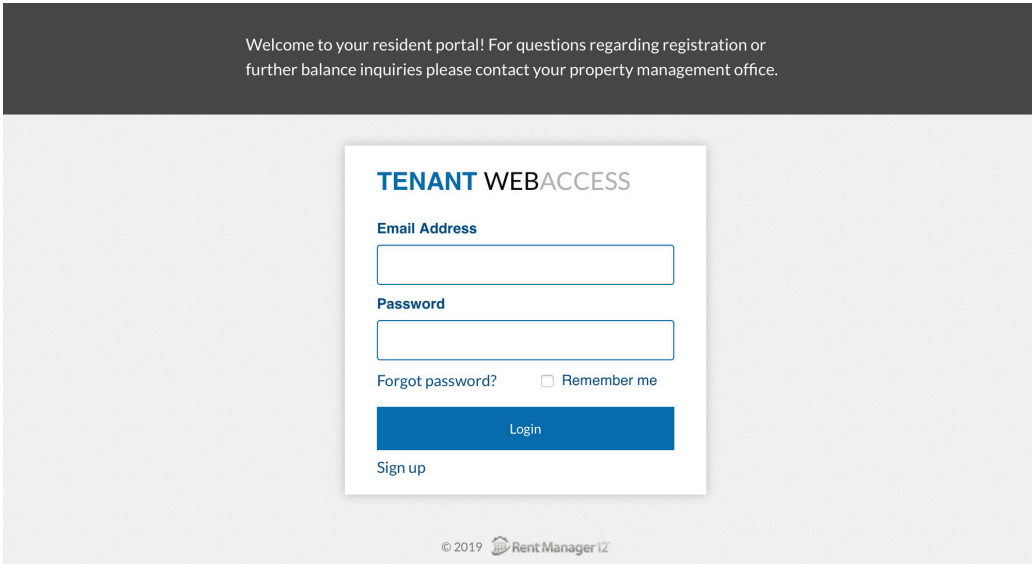
To Make A Repair Request:

To make a repair request, go to www.hacienda-propiedades.com and click on "Customer Portal". Then click on the "Renters Sign-in" button.

Sign into your account. **Please Note:** Our office will call you within 7 days after move-in to help you set up your tenant website account so you can sign in.

(continued) To Make A Repair Request:

When you login, you will see your account screen. To make a repair request, click on "Service Issues" on the top menu bar.

To start your repair request, just click on the "Add Service Issues" button. Don't worry about entering any other information on this screen.

(continued) To Make A Repair Request:

Select the Subject of the repair request - Plumbing, Electrical, Air conditioning, etc. Then, in the box below the Subject, type in what needs work. For example: Subject - Plumbing, flooding issue.

Then type in a description of your repair request. To submit your repair request, click on the "Add Service Issues" button.

❸ Frequently Asked Questions

Q: Am I responsible for my own repairs?
A: Yes. Only life threatening issues such as flooding, electrical problems or sewer backup should be reported to the office. Issues such as a clogged toilet, burned out light bulbs or minor issues are not considered life threatening. **You are also responsible for changing the air filter for your AC unit every month.**

Q: How do I get my PayLease account number to make a payment?
A: If you decide to make your payments with cash, we will give you a PayLease number to use at any of the ACE Cash Express store locations. Our office will call you within 7 days after move-in. Please keep this number in a safe place. If you lose this number, there is a $5.00 fee for researching it and sending it to you again.

Q: How long does a repair request take?
A: Normal repair request can take between 5-7 days to complete.

Q: Is my air conditioner considered an emergency repair?
A: As per Texas Property Code, the repair of an A/C unit is NOT considered an emergency. If you request an A/C repair and there is nothing wrong with the unit, there will be a Trip fee charged to your account. This usually happens in the hotter months of the year, when it seems the unit is not working. It is usually actually working but the outside heat makes it warmer inside the house.

Q: Will you replace my appliances?
A: No. Appliances that come with the house are considered AS-IS.

Q: Who provides Pest Control for my home?
A: As the tenant, you are responsible for pest control.

Q: Am I responsible for turning on water and electricity for my home?
A: Yes, you are responsible for contacting SAWS and CPS to turn on your water, electricity, and gas if needed.

Q: Can I paint my house or interior rooms?
A: No. If you are not buying the house, then you cannot paint the house or rooms.

Q: When do I pay my prorated rent?
A: Your prorated rent is due on the 1st of the very next month after you move in. Even if you move in near the end of the previous month, your prorated rent will still be due.

Q: How do I contact the office?
A: You can call our office between the hours of 10am - 6pm, Monday through Friday at (210) 223-7565. If we are unable to answer, please leave a voicemail.

NO walk-ins are accepted for office visits. If you would like to make an appointment, please call us at least 48 hours in advance.