

# Tenant Selection, Renting Guidelines and Criteria

Thank you for your interest in renting your next home with Softwind Realty, LLC. We offer a variety of different sized homes and understand pets are often considered part of the family, so we absolutely allow them with breed conditions. Our goal is to provide each tenant in our communities a safe, relaxing, clean place to call home. With this in mind, we discourage loud parties, heavy traffic in and out, disruptive behavior, drug activity, intoxication by you or your guests.

We understand applying to rent a home can be costly, so please read below to understand our policies before you apply. Applications will not be processed until every applicant has filled out, e-signed, and paid for their application and all supporting documentation has been uploaded.

Applications fees, even if you are denied tenancy, are **NON-REFUNDABLE** and equal **\$75**. Each applicant 18 years and older who will be living in the home must apply.

**Our policy states the first approved applicant gets the home.**

*At times multiple applications are submitted around the same time. If the first received application is approved, other applicants understand application fees are NON-REFUNDABLE in this and any scenario.*

**APPLICANT QUALIFICATIONS** is based on a thorough criminal and credit background check looking at past performance. To rent a home, the following criteria must be met:

- Complete the application in FULL including all required documentation. Required documentation includes: (THESE DOCUMENTS MUST OCCUPANY THE APPLICATION OR THE APPLICATION IS CONSIDERED INCOMPLETE.)
  1. Drivers Licenses or US Government issued photo id
  2. **2 MONTHS** of consecutive pay stubs if employed. If self employed, the last 2 years Tax Returns and statement of current years income. If beginning a new job, an offer letter from the company is required stating the job, monthly pay, start date and a contact person.
  3. **2 MONTHS** bank statements (checking, savings, 401K, or any account showing money being saved)
  4. Any other statements showing other income or savings such as social security, child support, etc.
- Gross income must equal a minimum of **3x the monthly rent**. Income from a spouse living in the home can be combined to meet this requirement.
- Savings on hand must equal a minimum of **3x the monthly rent**. Applicant may combine accounts like checking and savings to meet this criteria. This is required to ensure the applicant is able to pay all upfront costs of holding fees, security deposit, utility setup, renters insurance, etc.
- A valid social security number for each applicant and anyone living in the home is required.

**APPLICANTS WILL BE DENIED** for any of the following reasons:

- An incomplete application or required documents not provided.
- Falsification on the application or any item presented as documentation with the application, or any information provided on the phone, email or text which is false.

- Poor verification from previous landlords including but not limited to slow or nonpayment of rent, money owed to previous landlord, property damage, poor or unsanitary housekeeping, violence, drugs or drug activity.
- A history of late payments, unpaid bills, unpaid child support, collections, or bad checks. A credit score of 600 or above is preferred and applications with lower scores may be rejected or require a higher security deposit. If an applicant is just starting out and does not have a credit score, please contact our office.
- Current bankruptcy proceedings.
- Utility debt in the past 36 months.
- Listed on the Sex Offender Registry.
- If applicant has had an eviction.
- History of violent, destructive behavior or being unruly by anyone in the household.
- Identified on the OFAC Watchlist.
- We may consider whether an applicant has been convicted of various criminal activities including but not limited to fraud, theft, possession or distribution of controlled substances, assault, battery or other violent crimes, misdemeanor, sex offenses or other convictions of illegal activity in determining approval or rejection of application.
- A history of intoxication related problems such as DWI, drunkenness, disruptive behavior, or similar charges.
- SSN (social security number) verification is not verified. i.e. other names come back for the SSN provided.
- Applicant has demonstrated their inability to live independently.

#### OTHER INFORMATION TO KNOW:

- Security Deposit varies based upon credit. The minimum security deposit is one month's rent.
- We will contact past landlords for rental verifications.
- We will contact your employer for proof of employment.
- Resident Pays all Utilities.
- Occupancy limits will follow local, state and federal guidelines.
- Renter's Insurance will be required with a \$300,000 minimum liability. (if offered in the Resident Benefits Package)
- Smoking is not allowed inside the home.
- Pets
  1. All pets must be approved by the Property Owner and/or the Property Manager.
  2. A maximum of 2 pets are allowed.
  3. **Tenant is responsible for all damaged caused by a pet.**
  4. Acceptable pets are dogs, cats, fish (15 gallon or less tank) and small caged mammals. Livestock, farm animals, poisonous, dangerous, or exotic animals are prohibited.
  5. The following dogs are not permitted: Akita, Chow, American Pit Bull Terrier, American Bully, Pit Bull(Staffordshire Terrier), Bull Mastiff, Doberman, Presa Canario, Rottweiler, Sharpei, and Wolf or Wolf Hybrids and any combination of these breeds and any other breed the Landlord deems to have similar characteristics.
  6. There is a **NON-REFUNDABLE** pet fee of \$300 per pet. **This is not a deposit and will not be refunded.**
  7. In addition to the pet fee, there is a monthly pet rent fee for each pet which is \$20 per month per pet.
  8. We use a pet screening service which charges a fee for each pet. There is an additional charge for this and is paid directly to the pet screening service.

## Resident Benefits Package:

The Softwind Realty Resident Benefits Package (RBP) delivers savings and convenient, professional services that make taking care of your home second nature. By applying, Applicant agrees to be enrolled and to pay the applicable cost of \$45.00/month, payable with rent.

Your RBP may include, subject to property mechanicals or other limitations:

- HVAC air filter delivery directly to your door approximately every 90 days
- Liability Insurance that meets all lease requirements from an A-rated carrier
- Move-in concierge service that includes a one call set up your utility services, cable, and internet services
- A resident rewards program that helps you earn rewards for paying your rent on time
- Credit building to help boost your credit score with timely rent payments
- \$1M Identity Fraud Protection for all adult leaseholders
- 24/7 online maintenance reporting
- Home buying assistance for when the time is right to buy your “forever” home
- Online portal that includes access to your account, documents, communication and payment options

## **Liability Insurance Requirements and Options:**

The Landlord requires Tenant to obtain liability coverage of at least \$300,000 in property damage and personal liability from an A- rated carrier and to maintain such coverage throughout the entire term of the lease agreement. Tenant is required to furnish Landlord evidence of the required insurance prior to occupancy, at the time of each lease renewal period, and upon request.

To satisfy the insurance requirement, Tenant may either (1) be automatically enrolled into the Landlord or Property Manager’s Master Policy that satisfies the coverage requirements as part of the RBP; or (2) obtain alternative liability coverage from an insurer of Tenant’s choice that meets the requirements set by the Landlord herein. The option Tenant chooses shall not affect whether Tenant’s lease application is approved or the terms of Tenant’s Lease. Tenant’s election shall be determined by the actions of the Tenant as provided below:

**Option 1: Master Policy (Automatic Enrollment)** – If the Tenant does not provide evidence of the required insurance coverage by the Lease commencement date, Tenant has elected to be automatically enrolled into an insurance policy as part of the RBP. Coverage will begin on the effective date of Tenant’s lease and continue throughout the term of the Lease. The monthly premium for the elected insurance policy is \$14.95. Please refer to the evidence of insurance that is supplied by Softwind Realty for additional coverage details.

**Option 2: Tenant Policy (Policy Verification Required)** - Tenant has elected to find, purchase, and maintain Tenant’s policy that satisfies the Landlord’s coverage requirements. Tenant must provide evidence of the required insurance coverage by the Lease commencement date. The RBP Fee will be adjusted accordingly. Visit <http://insurance.residentforms.com/> and follow the instructions listed there to provide evidence of the required insurance coverage to your Landlord.

**Please be sure that your policy meets the following criteria prior to submitting:**

- **Policy is purchased from an A- rated carrier**

- Policy meets or exceeds the required \$300,000 in property damage and personal liability
- Softwind Realty is listed as additional interest
- [InsuranceSupport@SecondNature.com](mailto:InsuranceSupport@SecondNature.com) is also listed as additional interest
- Softwind Realty address is listed as: PO Box 660121 Dallas, TX 75266

It is Tenant's sole responsibility to timely pay premiums directly to the Tenant's insurance provider to avoid cancellation of coverage. If the policy is canceled or lapses at any time during the term of the Lease, Tenant agrees to be subsequently enrolled into the policy referenced in Option 1 above.

**Consent to Receive SMS Messages:** Tenant consents to receive SMS messages (including text messages), and telephone calls (including prerecorded and artificial voice and autodialed) from the Landlord and the RBP Providers at the specific number(s) provided to the Landlord, with service-related information, account information or questions, and/or marketing information. The Tenant represents that the Tenant is permitted to receive calls and text messages at the telephone number provided to the Landlord by the Tenant. Standard message and data rates may apply. SMS messaging services may be modified from time to time, for any reason, and without notice, including the right to terminate SMS messaging with or without notice, without liability to the Tenant.

**NOTE:** *The total monthly cost of the Resident Benefits Package is all-inclusive, and no discounts will be given if any element of the package is unavailable due to a lack of HVAC or another limitation at a specific property. All services are subject to the terms and conditions of the Resident Benefits Package Lease Addendum.*

### ACCEPTANCE AND MOVE-IN PROCEDURES

- Approved applicants are required to pay a holding fee equal to the full first month's rent and is **NON-REFUNDABLE**. This must be paid within 24 hours of approval. Once this is received, we will take the home off the market and not process any other applications. Payment must be paid on your portal or by a certified bank check or money order.
  1. If the tenant does not take occupancy or cancels the lease, the holding fee is forfeited, and the property will be placed back on the market. This requirement is applicable to ALL approved applicants, even if they have not viewed the home in person.
  2. The Holding Fee will be credited to the tenants first FULL months rent once they have moved into the property.
- A Security Deposit (usually 1 full month of rent, but could be more) will be due before move in. This is separate from the holding fee.
- Any prorated rent for the month of move in, along with pet fees are due no later than one week before tenants move in date.
- The lease start date can be no later than 15 days after the lease is signed.
- A one year lease is required and will be signed electronically.

**BY CONTINUING THIS APPLICATION YOU ARE STATING YOU HAVE READ THE PREVIOUS STATEMENTS, YOU UNDERSTAND ALL CONTENT AND AGREE TO ALL.**