



Future Resident Frequently Asked Questions

- How do I view one of your rental properties?

To view one of our beautiful homes please contact Bristile Properties at (512)394-6447 or email info@bristileproperties.com. We will ask your contact information, the property you are interested in, and you will be contacted by one of our marketing representatives shortly thereafter.

- What is the application process and how much does it cost?

Our application fee is \$35 per person or \$45 per couple. Once an application has been submitted our staff will verify the applicant's criminal, credit, and background history. We will also verify income, contact current employer, and check rental references. Once the process is complete a decision will be made and you will be notified.

- How do I submit an application?

To submit an application, please visit:

www.bristileproperties.managebuilding.com or download our rental application from the resources section of our website and fax to (512)532-6969.

- How long do I have to wait before knowing if I've been approved?

The application process typically takes between 24 – 48 hours. It could be a little longer if a guarantor is required.

- If I'm approved, what money will be required before I can move in?

Once you have been approved we will require that you submit full security deposit plus any additional pro-rated rental income. All properties will actively remain on the market until an approved applicant has submitted a full security deposit to hold the property.

- What is the typical security deposit on a property?

The typical security deposit collected is equal to one month's rent. Each lease is treated on a case by case basis; taking into consideration several factors, more or less of a security deposit could be required. A strong determining factor to the security deposit required is the status of your rental application, more specifically your credit and rental history.

- Do you accept tenants with pets?

The majority of our properties will accept pets. If you have a pet, there will be an additional pet deposit that is required along with your security deposit. Pet deposits range from \$300 to \$500 and 1/2 of the additional pet deposit is non-refundable. Allowing pets is on a case by case basis and the additional pet deposit will be set according to the number of pets, size, and breed of animals.

- How much money do I need to make to move into one of your properties?

The monthly rent should not exceed more than 30% of your gross monthly wages or the wages of any approved applicant.



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- What are my responsibilities as a resident?

We are very proud of the homes in our portfolio and expect our residents to treat our properties as if they were their own.

- Utilities should be transferred to your name within 3 days of an executed lease. We would prefer for you to contact all appropriate utility vendors and have service set up in your name for the date listed on your lease.
- Within 48 hours of moving in to your property we require that you complete and fax to our office the move-in and inventory condition form. This is for your protection and needs to be submitted within **48 hours** of taking possession of the property. If not received within 24 hours from the move-in date listed on your lease we will assume there are no issues with the property and it is in perfect condition.

We expect to be notified of any issues at the property in a timely manner so that we can act accordingly. It is our goal to provide you with a property that is in excellent condition at all times.

- Who do I contact to change or setup utilities?

All utilities need to be set up in your name. There are several different vendors that provide service in and around the Austin area. For a list of all local vendors please visit the resources section of our website so that you can determine which vendor to contact regarding your property.

- When is rent due?

Rent is due on the 1st with a grace period through the 3rd. Late fees will begin to incur beginning on the 4th of each month.

- How can I make rental payments?

Payments are accepted online or by mail. If paying online please visit www.bristileproperties.managebuilding.com/resident and login to your account. Payments are accepted via ACH transfers. If mailing payments, please make all checks payable to Bristile Properties, our mailing address is 2303 RR 620 S. Suite 135, #150 Austin, TX 78734.

- How do I submit a property maintenance request?

Per your lease, all maintenance requests must be in writing. You can submit a request through your online resident account by visiting www.bristileproperties.managebuilding.com/resident or by accessing the maintenance request form located in the resources section of our website and faxing a completed request to (512)532-6969.



- How do I setup an online account with Bristile's software management system?

To set up an online account with our software site we will need to obtain your email address so that we can invite you to join our system. Once the invitation has been sent to your email address, simply follow the on-screen instructions. After logging in for the first time you will need to reset your password. From your account you will be able to view your account history, your lease, submit maintenance requests, or submit payments.

- What do I need to do when my lease is about to expire?

We hope that you will choose to renew with us, if not, we have provided a detailed set of instructions that can be located in the resources database to assist you with the move out process. Remember that we require a 60 day notice for terminating a lease and that your lease will renew month-to-month if that notice is not provided in writing.

- Do I get my entire security deposit back after I move out?

It is our hope that you get 100% of your security deposit returned to you. Your security deposit has been held in a real estate trust account while you have been a tenant with Bristile Properties. You will be provided a detailed list of instructions for moving out; this has been created to assist you in getting 100% of your security deposit returned when you leave. If any damage is beyond normal wear and tear and not properly repaired then the expense to repair will be assessed in accordance with your lease and applicable laws. Any damages assessed to your account will be documented for you in an itemized accounting statement along with any refunded monies. Any damages incurred and all accounting will be completed within 30 days of your move-out date. You must submit, in writing, a forwarding address in order to receive any security deposits being returned and all accounting. You can access the required forwarding address document in the resources database of our website.