



# Tenant Handbook

Third Coast Asset Management  
250 Monroe Ave. NW  
Suite 400  
Grand Rapids, MI 49503

Office: 616-370-4559  
Fax:  
Email: [Leasing@ThirdCoastAssetManagement.com](mailto:Leasing@ThirdCoastAssetManagement.com)

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### Welcome To Third Coast Asset Management....

Thank you for choosing a Third Coast Asset Management property as your new home! We are delighted to have you as a resident and are committed to providing you with the highest level of service. This handbook is designed to provide you with important information to help you navigate your living experience, covering everything from rent payments and maintenance requests to lease renewals and resident guidelines and expectations. We appreciate your trust in us and thank you once again for choosing Third Coast Asset Management. We look forward to serving you throughout your stay.

### Our Mission:

At Third Coast Asset Management, our mission is to provide an exceptional living experience for all of our tenants. We are committed to offering outstanding customer service, ensuring that every tenant feels valued and supported throughout their stay. We believe in creating a place that tenants can truly call home, where comfort, respect, and convenience are at the forefront. Our goal is to foster a community where tenants not only enjoy their living spaces but also experience the highest standard of care and attention, enhancing their quality of life every day.

### Our Core Values:

At Third Coast Asset Management, we are driven by a commitment to excellence and integrity in every aspect of our operations. Our core values guide how we interact with our residents, staff, vendors, and the community. We uphold the following principles:

- **Transparency and Integrity:** We ensure that our marketing materials and website accurately represent who we are, what we've accomplished, and what we do—without exaggeration.
- **Excellence in Staffing:** We hire the best staff, provide consistent training, and empower them to be in the best position to serve our customers.
- **Respect and Professionalism:** We treat our customers, vendors, and each other with courtesy, respect, and professionalism at all times.
- **Adaptability and Innovation:** We embrace change to keep pace with the evolving marketplace and technology, without compromising our core focus on outstanding customer service.
- **Commitment to Safety:** We provide our residents with a clean, safe place to live, prioritizing their safety, regardless of rent.
- **Ethical Conduct:** We do not tolerate unethical behavior from our staff or vendors, ensuring the highest standards of integrity.
- **Compliance and Ethics:** We adhere to all laws and codes of ethics that regulate our business, ensuring compliance and ethical practices.
- **Staff Empowerment and Growth:** We foster a safe and healthy work environment, creating opportunities for personal and professional growth for our staff.
- **Owner Protection:** We constantly strive to protect our property owners from liabilities associated with rental property ownership.
- **Leadership in the Industry:** We are committed to being a leader in the property management industry, setting the standard for excellence and innovation.

## General Information

### E. Company Information, Communication, & Office Hours

#### **Third Coast Asset Management**

**250 Monroe Ave. NW**

**Suite 400**

**Grand Rapids, MI. 49503**

**Office: 616.370.4559**

**Email: [Leasing@thirdcoastassetmanagement.com](mailto:Leasing@thirdcoastassetmanagement.com)**

**Website: <https://www.thirdcoastassetmanagement.com>**

#### **Office Hours (By Appointment):**

**Monday – Friday: 9:00AM to 5:00PM**

**Saturday: Closed**

**Sunday: Closed**

#### **Emergencies:**

For after-hours emergencies, please contact our emergency line at 616-370-4559, available 24 hours a day, 7 days a week. If you do not receive a response within 10 minutes, kindly call again.

### E. Cable & Utility Companies

<b>Provider</b>	<b>Contact Number</b>	<b>Provider</b>	<b>Contact Number</b>
Consumers Energy	1-800-477-5050	Comcast (Xfinity)	1-800-266-2278
DTE Energy	1-800-477-4747	Direct TV	1-855-956-4583
City of GR Water System	616-456-3000	AT&T Cable/Internet	1-866-288-2020
Spectrum	1-844-203-0010	Frontier	1-877-372-9399
Dish Network	1-800-459-0172	HughesNet Internet	1-844-737-2700

### Paying Rent & Fee Schedule

**A. Payment Options**

We offer electronic payment options to ensure prompt and secure rent payments. Tenants may conveniently pay online through our Tenant Portal or via the Buildium app once registered, providing a simple and efficient monthly payment experience. While we do accept paper checks by mail, they are less reliable and more time-consuming to process. If you choose to pay by check, please mail it well in advance to avoid late fees. Electronic payments are faster, safer, and more streamlined, which is why we strongly encourage their use.

**B. Due Date**

Rent is due on the 1st of each month. A late fee will be assessed if payment is not received by 5:00 PM on the 3<sup>rd</sup>, and an additional late fee will be applied if rent is not received by 5:00 PM on the 9th. Tenants using Bill Pay through their bank are advised to allow sufficient processing time to ensure timely receipt of payment and avoid any late fees.

**C. Personal Checks**

Personal checks are accepted until the 3rd of each month. After this date, payment must be made in certified funds. Certified funds will also be required if a personal check is returned due to insufficient funds. Written notification will be provided if personal checks are no longer accepted.

**D. Automatic Electronic Monthly Payments**

Third Coast Asset Management offers an electronic payment option that provides automatic monthly withdrawals. This can be conveniently set up and managed through your Tenant Portal and may be adjusted at any time to suit your needs.

**E. “No Cash” Policy**

For security reasons, we maintain a strict “No Cash” policy. Please submit all payments using checks, money orders, or by paying online through the Tenant Portal.

**F. Late Fees**

Late fees will be assessed if rent is not received by 5:00 PM on the 3rd of each month, and an additional late fee will apply if rent remains unpaid after 5:00 PM on the 9th. Please note that rent will not be accepted unless all applicable late fees are included with payment.

**G. Late Payment Contact**

Third Coast Asset Management will attempt to contact you by email to inform you that your rent has not been received. We will also make every effort to reach you by telephone and SMS (text message) to notify you of your late status.

**H. NSF Check or Electronic Payment**

A non-sufficient funds (NSF) fee of \$50 will apply, regardless of the reason for the returned payment. In such instances, Third Coast Asset Management reserves the right to require certified funds for all future payments. You will have 48 hours to remedy the outstanding balance before any further legal action is pursued.

**I. Rent After the 9<sup>th</sup> of the Month**

Should rent remain unpaid by the 9<sup>th</sup>, Third Coast Asset Management will initiate eviction proceedings on the 10<sup>th</sup> of the month. Once this process begins, rent will not be accepted unless all outstanding late fees and administrative fees are paid in certified funds. Personal checks will no longer be accepted once eviction proceedings have commenced.

**J. Pro-Rated Rent**

Rent is due on the 1<sup>st</sup> of each month in accordance with the executed lease. If your move-in date falls mid-month, a pro-rated rent payment may be required. Keys will not be released until the pro-rated rent is paid in full. Please note that this payment is subject to the same late fees as a standard rent payment.

**K. Last Month of Rent**

Rent is due in full every month, including the final month of your lease. Under no circumstances may the Security Deposit be used to cover rent or any other monthly charges. If rent remains unpaid for the last month, you may be subject to eviction proceedings or other legal remedies. The Security Deposit exists solely to offset any unpaid charges, damages, or other appropriate expenses upon move-out and will be handled in accordance with applicable laws.

**L. Payment Ledgers**

Third Coast Asset Management maintains detailed records of all amounts due and payments received for each resident. You may request a copy of your ledger at any time for personal record-keeping. To obtain a copy, please submit your request in writing via email or through the Tenant Portal, and we will send the ledger to the email address on file.

**M. Payment By Mail**

While Third Coast Asset Management will accept rent payments by mail, please note that this method carries inherent risks, as it relies on timely and accurate postal delivery. If payment arrives after the 3<sup>rd</sup> of the month, the tenant may be subject to late fees. To avoid these risks, we strongly encourage all tenants to use electronic payment methods.

**N. Payments at Our Office**

Due to scheduled property showings, lease appointments, and other management responsibilities, tenants are prohibited from paying rent in person at our office. Please plan accordingly to ensure your payment is submitted through the approved methods by the due date. Please note that late fees will not be waived if a tenant is late because they attempts to pay in-person at our office.

**O. Paying Less Than the Balance Due**

If you have an outstanding balance, we will notify you in writing twice. After the second notification, we reserve the right to refuse any partial payments unless they cover the full amount due. We can explore a payment plan if necessary; however, it must be approved in writing by the property manager. Please note that you are not permitted to maintain an ongoing overdue balance.

## Fee Schedule & Lease Violations

Fee Type	Amount	Condition
Late Fee	\$75 after first grace period \$50 after second grace period	Assessed if rent is not received before the end of the grace period outlined in the lease.
Returned Payment Fee	\$50	Assessed for any returned payments.
Utility Fee	\$100 plus utility expenses during lease period	Assessed if tenant-responsible utilities remain in the landlord's name after lease start or are disconnected during the lease.
Lease Change Fee	\$175	Assessed for lease revisions resulting from tenancy changes.
Renter's Insurance Violation Fee	\$100	Failure to provide proof of renter's insurance within 10 days of the lease start date.
Early Termination Fee	Two Month's rent plus \$375 re-letting fee	Assessed upon early termination of the lease, other fees and penalties may apply.
Noise Complaint Fine	\$50 per occurrence	Assessed after two (2) complaints regarding excessive noise.
Municipality Fines	\$120 plus cost of fine	Assessed if the municipality issues a violation for property conditions (e.g., lawn maintenance, snow removal).
Lawn Care & Snow Removal Fine	\$120 plus cost of service	Assessed for failure to maintain lawn, snow removal, or exterior maintenance as outlined by the lease terms.
Cigarette Butt Cleanup Charge	\$120 per hour (minimum 1-hour charge)	Assessed for cleaning up cigarette butts on the property.
Lawn Violation Fee	\$120 plus cost of cleanup	Applies to vehicles parked on the lawn or damage caused to the lawn by vehicles.
Smoke Detector Violation	\$575 plus damages & attorney fees	Assessed for damaging or disabling any smoke or carbon monoxide detectors.
Inspection Fee	\$100 per reinspection	Assessed due to reinspection's due to cleanliness or lease compliance issues.
Key Fee	\$100	Assessed when a tenant fails to return a borrowed key within 24 hours.
Unauthorized Animal Fine	\$100 per animal per day	Assessed if an unauthorized animal is found on the property.
Missed Appointment Fee / Trip Charge	\$75	Assessed if the tenant fails to attend a scheduled appointment or does not restrain an animal, preventing property access.



## Maintenance Issues

### A. Residents' Maintenance Responsibilities

Maintenance for single-family homes and condos are different for residents than apartments in that residents of single-family homes and condos have a greater stake in the maintenance and care of the home. Below is a visual of maintenance items to remind you of what things you are responsible for and what Third Coast Asset Management's responsibility.

### Management Company vs. Resident's Responsibilities

Item	Landlord	Resident
Water systems breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	X
Reset garbage disposal		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Mandatory association dues	X	
Termite treatment and rodents	X	X
Household pest control		X
Maintain yard fencing	X	
Lawn mowing & trimming		X
Shrubbery & pine islands maintenance		X
Security system repairs	X	
Security system monitoring		X
Microwave turntable		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

**B.** How to submit a work order request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance. Because the phone is such an hard way for us to take an order 24/7, we've set up an easier way on line through our Maintenance Request Portal

**C.** Maintenance Priorities

Everything isn't an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category 1: Emergency Maintenance

**Emergency defined:** Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house. **Target: 5 to 8 hours**

**Note:** During peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. Third Coast Asset Management is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category II: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems. **Target: 2-4 business day service**

**Note:** during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business day service**

Category IV: Non-Essential Maintenance

Fence repair, gutter cleaning. **Target: 15 - 30 day service**

Category V: Not a Habitability Issue

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing door knob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys. **Target: Inform us of these issues during our next property visit or bring them up at lease renewal time. These items may not be approved for repair by the owner.**

### D. Emergency Maintenance

Third Coast Asset Management provides multiple options for tenants to report maintenance issues. The preferred method is through the Tenant Portal, where you can submit a detailed written description of any problem. Alternatively, you may call **(616) 370-4559** during normal business hours to report a maintenance issue.

An **emergency** is defined as any situation that threatens occupant health or causes significant property damage (e.g., flooding, fire, sewer backup, burst pipes).

- During normal business hours, call **(616) 370-4559** immediately for emergency assistance.
- Outside of business hours, call our **24/7 emergency line at 1-616-370-4559**.
- If the emergency is life-threatening, **dial 911** first.

#### 1. Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

#### 2. Examples of Emergencies

Examples of non-emergency maintenance issues include a slowly draining sink or bathtub, minor faucet drips or small, containable leaks, cosmetic damages such as scuffed walls or broken blinds, appliances that are partially functional, and fixtures that, while unstable, do not pose an immediate safety risk. These concerns should be addressed by submitting a maintenance request through the Tenant Portal or by contacting Third Coast Asset Management during normal business hours.

#### 3. Example of NON- Emergencies

Examples of non-emergency maintenance issues include a slowly draining sink or bathtub, minor faucet drips or small, containable leaks, cosmetic damages such as scuffed walls or broken blinds, malfunctioning appliances that are still partially functional, and fixtures that are unstable without posing an immediate safety risk. These issues are typically addressed by submitting a maintenance request through the Tenant Portal or contacting Third Coast Asset Management during normal business hours.

#### 4. Warning

If you report an emergency that is subsequently determined not to be urgent, you will be responsible for all related service charges. Specifically, if a contractor or service representative is dispatched for a non-emergency, you will incur a \$100 fee plus any additional after-hours or rush fees charged by the vendor. Please use the emergency line only for genuine emergencies to avoid these unnecessary costs. Additionally, if you schedule an appointment with a contractor and fail to be present at the agreed-upon time, a missed appointment and/or trip charge will be applied.

### E. Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, clogged toilets, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

Here are a few simple yet important maintenance tips for renters of single-family homes:

1. **Change Air Filters Regularly:** Replacing air filters every one to three months helps maintain good indoor air quality and keeps your HVAC system running efficiently.
2. **Check and Test Smoke Alarms:** Make sure your smoke alarms (and carbon monoxide detectors, if applicable) are functional. Test them monthly and replace batteries as needed.
3. **Monitor Plumbing for Leaks:** Periodically inspect faucets, toilets, and pipes for signs of leaks or drips. Promptly addressing minor issues can prevent bigger (and more expensive) problems.
4. **Keep Gutters Clear:** If safe to do so, clear out leaves and debris in gutters to ensure proper drainage and prevent damage to the roof and foundation.
5. **Use Drains Responsibly:** Avoid pouring grease or coffee grounds down the drain. Use drain catchers to stop hair from clogging sinks and tubs and periodically treat drains with a safe unclogging solution to maintain smooth water flow.
6. **Maintain Proper Ventilation:** Run exhaust fans in the bathroom and kitchen to reduce moisture and prevent mold or mildew growth. Wipe up any spills and keep areas dry.
7. **Care for the Yard:** Keep grass trimmed and garden areas tidy, as outlined in your lease. Clear away debris and fallen branches that may pose safety hazards or attract pests.
8. **Clean Appliances Regularly:** Wipe down the interior and exterior of your refrigerator, oven, and dishwasher. A clean appliance runs more efficiently and is less likely to develop issues.
9. **Inspect Weatherstripping:** Check doors and windows for worn-out seals or drafts. Sealing leaks can help maintain a comfortable indoor temperature and reduce utility costs.
10. **Stay Alert for Pest Activity:** Keep food properly sealed, dispose of trash regularly, and look for signs of insect or rodent activity. Promptly notify your property manager if you suspect an infestation.
11. **Know Your Shutoffs:** Familiarize yourself with the location of the main water shut-off valve and the circuit breaker panel. In an emergency, shutting off water or power quickly can prevent extensive damage.

**F. Scheduled Maintenance Visits**

Occasionally, we schedule routine maintenance visits that are not prompted by any tenant request, but rather part of our proactive property upkeep. We will provide at least 72 hours' notice for these visits, allowing you time to prepare. We appreciate your cooperation as we work to maintain a safe and well-cared-for home.

**G. After Hours Maintenance Charges**

If you choose to schedule a service call outside of regular business hours (including weekends and holidays), please be aware that any additional after-hours fees or premiums will be your responsibility. Our contractors typically work during standard business hours and reserve after-hours availability for true emergencies or appointments that incur premium charges.

**H. Maintenance Charge-backs**

Third Coast Asset Management expects tenants to maintain their rental home responsibly. **Any damage or repair needs stemming from tenant negligence, misuse, or mistreatment—beyond normal wear and tear—will be charged back to the tenant.** In such instances, we will rely on the expert opinion of the contractor performing the repair to determine if the damage is due to misuse or neglect rather than normal wear and tear.

**1. Chargeback Fee and Service Costs**

- **A chargeback fee of \$100 will be assessed, in addition to the cost of the repair or maintenance service.**
- These charges will be reflected on the tenant's account as rent.

**2. Billing and Late Fees**

- The chargeback amount will appear on the next monthly rent bill.
- If unpaid, standard late fees and penalties will apply, per the terms of the lease agreement.

**3. Tenant Responsibility**

- Tenants are encouraged to report any issues promptly to prevent further damage.
- Proper care and routine upkeep will help avoid additional fees.

***Please note these policies are in place to maintain the quality of our properties and ensure a safe and comfortable living environment for all residents.***

### Critical Issues in the Lease

#### A. Right of Access and Keys & Locks

Our policy is to always respect and protect your privacy. Under normal circumstances, we require the tenant to be present for any activity inside the home, including walkthroughs and maintenance visits. We will always attempt to schedule these appointments in advance—usually providing at least 24 hours' notice—by calling, texting, or emailing you.

However, in the event of an emergency, we must be able to access the property without delay. As permitted by the lease, we maintain a set of keys and reserve the right to enter if necessary. Since contractor maintenance and emergency situations require timely access, **Third Coast Asset Management must have keys to every lock on the property.** If you alter or replace any locks, install new deadbolts, or otherwise deny access, we will re-key the property at your expense. A \$150 fee, plus the actual cost of re-keying, will be charged to you in these circumstances.

#### B. Move-In Inspections

The move-in inspection is intended to document the property's condition at the time you take possession, ensuring you are not held responsible for any pre-existing damages. This checklist will serve as the benchmark for determining damages at move-out. Once the official move-in inspection is completed, no additional items can be added. Please refer to your lease for further details.

**The completed Move-In Inspection Checklist must be returned to Third Coast Asset Management within seven (7) days of the lease start date. Failure to submit the checklist within this timeframe will forfeit any future claims regarding the unit's condition at move-in. This policy ensures both parties have an accurate and timely record of the property's initial state.**

#### C. Lease Renewals

Your lease will automatically convert to a month-to-month agreement at the end of its term unless one party provides written notice to terminate. However, Third Coast Asset Management typically does not permit month-to-month tenancy without prior approval. We closely track lease renewals and will begin contacting tenants 90 days before their lease expires to perform a property inspection and discuss whether you intend to renew or vacate.

Per the lease agreement, all notices to vacate must be submitted in writing at least 60 days prior to the lease expiration. While letters and emails to our staff are acceptable, the most reliable method is to submit your notice via the Tenant Portal. Please ensure you receive a confirmation of receipt to avoid any misunderstandings regarding your lease termination.

### D. Subletting

Subletting occurs when someone who is not part of the original lease takes over the rights and responsibilities of that lease. Third Coast Asset Management strictly prohibits subletting without prior written permission. If a current tenant or occupant on the lease needs to move out, please coordinate with Third Coast Asset Management rather than subletting to a new tenant without approval. Unauthorized subletting will result in a \$250 fine. This policy is necessary to ensure all occupants meet our rental criteria, maintain clear lines of responsibility, and protect the integrity of the lease.

### E. Early Termination

Early termination of a lease may be considered with approval from Third Coast Asset Management and full cooperation from the outgoing tenant. Until a qualified replacement tenant takes over, the outgoing tenant remains responsible for all rent due and contractual obligations until the lease ends. Additionally, the outgoing tenant must pay two month's rent and a \$375 re-letting to cover marketing fees and costs associated with finding a new, qualified tenant.

To facilitate an early termination:

#### 1. Propose a Move-Out Date

Provide a tentative move-out date, indicating when the property will be ready for a new occupant. This date is crucial for marketing efforts and may be flexible if necessary.

#### 2. Assist With Showings

Cooperate with the Property Manager in scheduling and preparing for showings. Keeping the home clean and accessible increases the likelihood of securing a new tenant quickly.

#### 3. New Tenant Application

The Property Manager may contact the outgoing tenant to confirm move-out dates or propose a plan to accommodate an incoming applicant. Once a new, qualified tenant applies, is approved, signs a new lease, and pays the security deposit, the outgoing tenant's lease may be terminated early.

#### 4. Vacate in Accordance with the Lease

All standard move-out procedures and requirements apply. Any fees for cleaning or damage will be assessed following an inspection of the property once it has been vacated.

#### 5. Provide a Forwarding Address

Supply a forwarding address for the return of any remaining security deposit balance.

By completing these steps, the tenant will fulfill their lease obligations in good standing and achieve an approved early termination. Please refer to the Early Termination section of your lease or contact Third Coast Asset Management should you have any additional details.

### **F.** Lawn Care

In most cases, tenants are responsible for maintaining the yard. Unlike renting a townhome or apartment, leasing a single-family home typically includes lawn care obligations unless otherwise agreed upon with Third Coast Asset Management. Please consult your lease for specific details regarding yard maintenance responsibilities.

If you wish to arrange for Third Coast Asset Management to handle lawn care, we can incorporate this service into your monthly rent, typically ranging from \$100 to \$320 per month, depending on the size of the yard.

Failing to maintain the yard may result in complaints from neighbors or homeowner associations (HOAs). Please note that any associated fines or charges resulting from lawn care upkeep will be passed on to the tenant as outlined in the Lease Agreement.

### **G.** Pest Control

Tenants are responsible for managing insect and pest control within their rental home. While you may choose to address these issues on your own, we strongly recommend hiring a licensed pest control service for effective and safe treatment. If you require assistance connecting with a reputable provider, we can refer you to our preferred pest control company. For more information, please review the pest control policy outlined in your lease.

### **H.** Contact with the Owner

Third Coast Asset Management is your designated point of contact for all matters related to your tenancy. If anyone claims to be the owner—or an agent of the owner or lender—without prior notice from Third Coast Asset Management, exercise caution and do not allow them to enter the property. Always verify their identity and authority by directing them to contact us. Should an owner or agent plan to visit for a walkthrough, we will notify you well in advance. In any instance where someone arrives without proper notification, do not grant them access and refer them to Third Coast Asset Management for confirmation.



### Housekeeping Documents

#### A. Pet Policy

Third Coast Asset Management permits certain breeds of dogs in our rental properties, subject to express written consent. All tenants authorized to have a pet will be required to pay both a **non-refundable** pet deposit and monthly pet rent, as specified in their lease or pet addendum.

Any tenant found with an unauthorized pet will be in severe violation of the lease agreement and daily fines (which will be treated as rent) will be assessed until the unauthorized pet is removed and the situation is resolved. Please note that having an unauthorized pet on the premises may result in **termination of your lease**, as well. We recognize that our pet policy is strict, but it helps ensure the safety, comfort, and well-being of all residents and protects the property from potential damage.

#### B. Smoke Detector

It is the tenant's responsibility to ensure that all installed smoke detectors are fully operational. Please test your smoke detectors on a monthly basis and replace batteries as needed to maintain their proper function. Tampering with, disabling, or otherwise interfering with any smoke detector is strictly prohibited. Any instance of such tampering will result in fines, as these actions compromise the safety of the property and its residents. Compliance with this policy is essential for ensuring a safe living environment for all.

#### C. Renter's Insurance

Tenants are required to maintain renters insurance with a minimum coverage of \$100,000. Additionally, your policy must list Third Coast Asset Management as an "additional insured" party. You must provide proof of insurance to Third Coast Asset Management within 10 days of occupancy (or lease renewal). Failure to submit the required documentation within this timeframe will result in additional fees, as outlined in your lease agreement. This policy is in place to ensure that both you and Third Coast Asset Management are adequately protected against potential claims and liabilities.

#### D. Property Visits

Third Coast Asset Management conducts an annual walk-through, including a third-party assessment of the property. In some cases, the owner may require a bi-annual assessment. All appointments are scheduled well in advance, and these inspections typically take less than 30 minutes. We request that you be present during these assessments, which are conducted solely to evaluate property conditions and identify any deferred maintenance issues that require the owner's attention—not to address housekeeping concerns. Our experienced team understands your concerns regarding privacy, and this process also provides an opportunity for you to document any issues or concerns you may have with the home.

### Utilities

**A. Get Utilities Connected Before Move-in**

Tenants are responsible for having all utilities activated and transferred into their name prior to moving in. This includes, but is not limited to, water, electricity, and gas services. If utilities remain in the landlord's name beyond the move-in date, a utility fee will be assessed. This policy ensures that billing is accurate and that tenants assume full responsibility for their utility services from the start of their tenancy.

**B. Keep Utilities On and Bills Current**

Tenants are responsible for ensuring that all utility accounts for which they are responsible remain active and that all bills are kept current throughout the duration of their lease. This includes, but is not limited to, services such as electricity, gas, water, trash collection, cable, and internet. Failure to maintain these services and keep utility bills up to date constitutes a violation of the lease agreement and may result in eviction. Please contact the appropriate utility providers promptly to address any issues and ensure continuous service.

**C. Keep Utilities on through the Move-out Inspection**

Tenants are required to maintain all utility services active through the move-out inspection as stipulated in your lease agreement. If any utility services are disconnected at the time of inspection, you will be subject to a reconnection service charge, as well as any associated hard costs, in accordance with the terms outlined in your lease addendum.

### Homeowner Association Issues

If the community is managed by a Homeowner's Association (HOA), tenants are required to familiarize themselves with its rules and regulations to avoid fines and penalties. Many HOAs enforce their policies strictly, so non-compliance can result in significant costs and complications. Please review the HOA's website to become well-acquainted with the community guidelines. Furthermore, if the owner is charged any fines for violations by the HOA, the tenant will be responsible for those fines **along with an additional administrative penalty** from Third Coast Asset Management. Below are some of the most common issues we frequently encounter:

#### A. Yards

The most common issue reported by owners is receiving HOA notifications regarding overgrown yards. In approximately 95% of our properties, tenants are responsible for maintaining the yard to the HOA's standards. When the yard does not meet these requirements, the owner may receive a violation letter from the HOA—even if it is the first such instance. Should Third Coast Asset Management receive any such letter, a Lawn Violation Fee and Property Inspection Fee, as outlined in your lease agreement, will be assessed to the tenant. This fee applies regardless of whether the issue has already been addressed, as the HOA's notification initiates an administrative process to ensure compliance.

#### B. Parking

Tenants residing in Homeowner's Association (HOA) communities must adhere strictly to all parking regulations established by the HOA. Please note that the HOA closely monitors parking activity and will forward any violations directly to Third Coast Asset Management. Unauthorized parking—including parking in areas designated for yard maintenance, on the lawn, or in any restricted zones—may result in fines and penalties. The same fines and administrative fees that apply to yard maintenance violations (please above) will also be enforced for parking infractions. Compliance with these guidelines is essential to maintain a harmonious community environment and to avoid unnecessary costs.

#### C. Access to Amenities

Occasionally, keys, passes, or codes are required for access to community amenities. If you experience any difficulties with these items, please notify us immediately so we can assist you. Please be aware that some HOAs may impose restrictions on renters' access to certain amenities. In such cases, you may be required to visit the HOA office with a copy of your lease, a valid form of identification (such as a driver's license), and to sign any necessary waivers to use facilities like the pool or playground. A courteous and cooperative approach is often beneficial during this process.

#### D. Mailbox Keys

In most cases, we will provide you with a mailbox key if one is available from the homeowner. However, the most secure method to ensure exclusive access to your mail is to request a new mailbox key directly from your local post office. This process guarantees that you, as the tenant, are the sole individual with access to your assigned mailbox.

### **E. Parking for Boats, Trailers, & RV's**

One of the most common complaints from HOAs is the parking of boats, trailers, or RVs at residential properties. These items, whether parked in the driveway or on nearby street parking, are subject to strict HOA rules. For example, if you own a boat that is primarily in storage, it is typically permitted to be parked only temporarily—such as during a weekend fishing trip for gear pick-up and drop-off. Any overnight parking of a boat, trailer, large commercial truck, or RV is generally not allowed and will result in a violation notice being sent to the owner. As a guideline, any vehicle other than a standard passenger car or truck should not be parked at the residence for more than a few hours. Adherence to these rules is essential to maintain community standards and avoid penalties.

As a final word on Homeowners' Associations, please ensure that you familiarize yourself with all applicable HOA rules and adhere to them at all times. Be advised that any HOA complaint, even if the violation has been corrected by the time Third Coast Asset Management is notified, will result in fines being assessed to the tenant per occurrence, as outlined in your lease agreement. Typically, these fines comprise both a fee for the specific violation and an additional inspection fee. For example, if Third Coast Asset Management receives a letter regarding a vehicle parked on the lawn, you will be subject to a Lawn Violation Fee as well as an Inspection Fee.

### Foreclosure Issues

Please note that most homes are subject to a mortgage, which takes legal priority over your lease. In the event that an owner falls behind on mortgage payments, foreclosure proceedings may be initiated, potentially affecting your rights as a tenant. While Third Coast Asset Management strives to ensure stable tenancy, it is important to be aware that mortgage-related issues could ultimately impact your occupancy.

**A.**      What to do if you receive a foreclosure notice

If you receive any notice regarding a pending foreclosure, please contact our office immediately and forward a copy of the notice so we can review it with the owner. While foreclosure notices may be alarming, please be assured that many foreclosures are called off by the lender in the final days. In such cases, you may have several options, including the possibility of remaining in the property until the end of your lease term.

**B.**      Renter's Rights in Foreclosure

In May 2009, Congress enacted the "Renters Rights in Foreclosure Act," which guarantees that renters may remain in a foreclosed property until the anniversary date of their lease. Should a foreclosure occur, you will be required to pay rent directly to the lender; however, you will not be forced to vacate the property immediately under this law. For additional details regarding your rights and available options, please contact your property manager.

### Move-Out Procedure Overview

At the end of your tenancy, it is essential to follow a set of guidelines designed to ensure a smooth transition and the prompt return of your security deposit. The following move-out procedures outline the steps you must take to fulfill your lease obligations and minimize any potential deductions. Please review these procedures carefully and contact Third Coast Asset Management with any questions or for further clarification.

**A. Notice of Non-Renewal:**

If you plan to vacate the property at the end of your lease term, you must notify Third Coast Asset Management in writing by submitting our Tenant Non-Renewal of Lease Form. **A minimum of 60 days notice is required.**

**B. Move-Out Inspection:**

Prior to your departure, a move-out inspection will be scheduled to assess the condition of the property. Please ensure that the home is clean, all personal belongings are removed, and any damages are reported. The results of this inspection will determine the return of your security deposit.

**C. Cleaning and Repairs:**

The property should be left in a clean and orderly condition. Tenants are responsible for completing any minor repairs or cleaning tasks to avoid deductions from the security deposit.

**D. Return of Keys & Access Devices:**

All keys, access cards, and remote controls must be returned to Third Coast Asset Management on or before your move-out date.

**E. Forwarding Address:**

Please provide a forwarding address to receive any correspondence regarding your security deposit or move-out documentation.

Following these procedures will ensure a smooth transition at the end of your tenancy and help prevent any unnecessary delays or fees. If you have any questions regarding the move-out process, please contact Third Coast Asset Management promptly.

### During the Notice Period

Once notice is given, the property may be listed for sale or rent and is eligible for showings. Your lease authorizes Third Coast Asset Management to show the property during the final 60 days of your lease between 9 AM and 5 PM. You will be notified by email or phone in advance; however, your presence is not required. A lockbox will be placed on the door, and a staff member or licensed real estate agent will escort prospective tenants.

Residents must ensure the property is accessible for reasonable showings and maintained in a clean, presentable condition at all times. **Failure to comply—regardless of claimed inconvenience or unavailability—will be considered a breach of the lease and may lead to the forfeiture of your security deposit.** These reasons are not acceptable for rescheduling showings.

To support the showing process and protect your interests under the lease, please adhere to the following procedures and best practices:

**A. Cooperation with Scheduling:**

You are required to work cooperatively with Third Coast Asset Management to schedule viewings. Reasonable notice will be given, and you must accommodate these appointments as agreed.

**B. Property Readiness:**

Prior to each scheduled viewing, ensure the property is clean, tidy, and in a "showable" condition. This includes sweeping or vacuuming floors, wiping surfaces, removing trash, and minimizing personal items to create a neutral environment.

**C. Accessibility:**

The property must be fully accessible during scheduled viewings. Avoid locking or restricting access to areas that prospective tenants need to see.

**D. Timeliness:**

Be punctual for all scheduled showings. If unforeseen circumstances arise, notify Third Coast Asset Management immediately. Requests to reschedule will only be considered under legitimate emergency circumstances—not for convenience.

**E. Communication & Documentation:**

Should any issues arise that might interfere with scheduled showings, inform Third Coast Asset Management promptly. It may also be beneficial to document the property's condition (e.g., via photographs) before the first viewing, ensuring that the state of the residence is accurately recorded.

**F. Security Post-Showings:**

After each viewing, ensure that all access points are securely locked and that any keys or access devices used during showings are promptly returned to management.

**G. Consequences of Non-Compliance:**

Please be aware that failure to make the property available for reasonable showings (whether intentionally or inadvertently), maintain it in a clean and presentable condition, or adhere to the scheduling procedures may be considered a breach of your lease. **Such non-compliance may result in fines, penalties, or the forfeiture of your security deposit.**

### The Move-Out Process

As you prepare to vacate the property, please adhere to the following procedures to ensure a smooth transition and maximize the return of your security deposit:

#### A. Pre-Move-Out Requirements

- **Forwarding Address:** Provide Third Coast Asset Management with your complete forwarding address.
- **Key and Access Device Return:** Return all keys, garage door openers, gate remotes, etc., by the lease expiration date. Failure to do so will result in a pro-rated daily charge until they are returned. For mailbox keys originally issued by the Post Office, please return them with a change of address notice at your local post office.
- **Utility Arrangements:** Ensure that all utilities remain active through the final move-out inspection. Contact your utility providers for final readings while keeping the services on; disconnection will incur an \$85 trip charge and additional costs to restore services, potentially delaying your security deposit refund.

***All keys, garage door remotes, gate remotes, pool keys, etc. must be turned into the office at the scheduled time. Failure to return these items will result in fines and/or penalties. Also, please be sure to leave keyless deadbolts unlocked.***

#### B. Cleaning & Condition Requirements

To maximize the return of your security deposit, the property must be returned in excellent condition. Use the following checklist as a guideline for your move-out cleaning process:

##### **Interior:**

- Remove all personal belongings.
- **Painting:** Remove all nails. Do not patch, spackle, or touch-up paint without prior approval.
- **Carpets:** Provide a receipt from a professional carpet cleaning service; machine rentals or home cleaning equipment are not acceptable.
- Clean all floors (vinyl, wood, tile) and dust baseboards.
- Replace or clean air conditioner filters using pleated filters.
- Clean walls, ceilings, and remove cobwebs and lint.



- Clean fireplaces, hearths, and mantles; properly extinguish and dispose of ashes.
- Wipe down all wall switch plates, outlet covers, windows (inside and out), sills, blinds, and tracks.
- Clean mirrors, sliding glass doors, ceiling fans, and light fixtures; replace any burned-out or missing bulbs with the correct wattage and type.
- Ensure smoke alarms are operational and replace batteries as needed.
- Clear closets, storage spaces, and shelving of dust and debris.
- Kitchen: Clean all appliances (oven, stove, range hood, refrigerator, freezer, dishwasher, garbage disposal), countertops, cabinets (inside and out), drawers, sinks, and faucets. Replace sink stoppers as required.
- Bathrooms: Clean countertops, sinks, soap dishes, tiles, fixtures, tubs/showers (avoid abrasive cleaners on acrylic or fiberglass), mirrors, medicine cabinets, toilets (inside and out), and floors.

### **Exterior:**

- Mow, edge, and maintain the lawn; trim trees and shrubs, water the yard, and remove all trash and debris. Clean gutters.
- Remove any animal droppings.
- Remove all trash from the premises (including curbside); arrange for extra disposal if necessary.
- Replace damaged screens and windows.
- Clean walkways, driveways, patios, and garage floors to eliminate oil, grease, and debris.
- Repair any pet damage, perform spot treatments, and clean outdoor light fixtures, replacing any burned-out bulbs.

*If the move-out cleaning process feels overwhelming, consider our professional cleaning service for a flat fee of \$595 (please note that this fee excludes exterior yard maintenance). Our team adheres to the highest standards of cleaning and ensures every detail is addressed, providing you with peace of mind and a greater likelihood of reclaiming your full security deposit. By choosing our service, you benefit from predictable pricing, consistent quality, and the convenience of a hassle-free move-out. If you opt to hire an independent cleaning service, please ensure they meet the detailed guidelines provided.*

### C. Final Move-Out Inspection

#### Scheduling and Procedure:

Once all furnishings have been removed, cleaning is complete, and all keys and access devices have been returned, a final move-out inspection will be conducted. This inspection is designed to assess the property's overall condition at the end of your tenancy and to identify any damages or issues that may affect the return of your security deposit. Our qualified team will perform the inspection and document the property's condition with detailed photographs, which will be compared to your move-in checklist and any maintenance reports. Please note that inspections will occur without the tenant present. You will be notified of any issues requiring attention, ensuring a transparent and efficient process that supports the prompt return of your security deposit when the property meets the required standards.

#### Inspection Documentation:

A photographer will document the property's condition with move-out photographs, which will be compared with your move-in checklist and any maintenance reports to record any changes. Please note that the photographer's role is strictly to document the property's condition and does not include assessing potential charges.

#### Tenant Presence:

A photographer will document the property's condition with move-out photographs, which will be compared with your move-in checklist and any maintenance reports to record any changes. Please note that inspections will occur without the tenant present, and the photographer's role is strictly to document the property's condition, not to provide an assessment of potential charges.

### D. Post-Move-Out Requirements

#### Re-entry Prohibition:

After vacating the premises, tenants are not permitted to re-enter the property under any circumstances. Once you have completed your move-out, returned all keys and access devices, and officially ended your tenancy, the property is no longer accessible to you. This measure is in place to ensure property security and to maintain the integrity of the move-out process.

Unauthorized re-entry is considered a breach of your lease agreement and may result in additional fees or legal actions. It is essential that you complete your move-out process, including the final inspection and the formal handover of possession, as outlined in your lease. Should you need further access to retrieve forgotten items or for any other reason, please contact Third Coast Asset Management in advance to obtain proper authorization, as unsanctioned access may lead to significant penalties.

### Security Measures:

When vacating the residence, it is essential to secure the property to ensure its safety and to facilitate a smooth transition to the next occupant. Before departing, please ensure that all windows and doors are securely locked. However, do not engage the keyless deadbolts—these must remain unlocked so that Third Coast Asset Management can access the property for final inspections and any necessary emergency interventions. In addition, remove all keys, garage remotes, and access devices from your possession and promptly return them to our office.

### **E. Inspection & Security Deposit**

Following the final move-out inspection, the property manager will carefully review and compare all documentation—including move-in checklists, maintenance reports, and final move-out photographs—to assess any cleaning deficiencies or damages. Any charges for unsatisfactory conditions will be deducted from your security deposit in accordance with the terms specified in your lease agreement and related addendums.

### **Security Deposit Timeline – Michigan Rental Property Law**

#### **Within 30 Days of Move-Out:**

After you vacate the property and the final inspection is completed, Michigan law requires that your security deposit, less any approved deductions for damages, cleaning, or other charges, be returned to you within 30 days.

#### **Itemized Statement:**

Along with your returned deposit, you will receive an itemized statement that outlines every deduction made. This document will clearly specify each charge—whether for cleaning, repairs, lost keys, or other expenses—and provide a detailed explanation of the basis for each deduction.

This level of transparency ensures that you fully understand how your security deposit has been allocated. We encourage you to review this statement carefully, and if you have any questions or wish to contest any of the charges, please contact our office promptly. Our goal is to resolve any discrepancies in accordance with your lease agreement and applicable Michigan rental property law.

#### **Disputes or Additional Charges:**

If you disagree with any deductions, you should raise your concerns immediately. We encourage you to review the itemized statement thoroughly. Disputes should be communicated in writing as soon as possible, ideally within the 30-day period, so that they can be resolved promptly.

## Possible Charges to Security Deposit

Below is a list of the most common security deposit charges along with their average fees. These fees are subject to change and serve as minimum charges that may not include additional trip or labor costs. They do not limit our right to seek damages beyond those specifically listed.

Fee Type	Description	Cost
General Cleaning Fee	Charges for professional cleaning services to dust, sweep, mop, and sanitize the entire property.	\$300-450
Carpet Cleaning Fee	Costs associated with deep cleaning or stain removal from carpets that exceed normal wear and tear.	\$150 per room
Window Cleaning Fee	Expenses for cleaning interior and, if necessary, exterior windows that have been neglected.	\$175
Appliance Cleaning Fee	Charges to professionally clean appliances such as ovens, refrigerators, and dishwashers if left dirty.	\$135
Yard/Exterior Maintenance Fee	Costs for mowing, trimming, debris removal, and general cleanup of outdoor areas if not maintained.	\$350
Odor Removal Fee	Fees for specialized cleaning to eliminate persistent odors from pets, smoke, or other sources.	\$275
Trash and Debris Removal Fee	Costs incurred for hauling away excessive trash, personal belongings, or debris left behind.	\$325
Labor Costs	The cost of labor performed for broken countertops, carpet replacement, vinyl siding repairs, drywall repairs, painting, replacing sod, etc.	\$200-\$325 per hour
Additional Cleaning Charges	Fees for cleaning specific areas such as baseboards, light fixtures, ceiling fans, and other detailed cleaning requirements if these areas are not left in a presentable condition.	\$35-\$75 per task

### Flat-Fee Cleaning Services: Your Path to a Hassle-Free Move-Out

Choosing flat-fee cleaning services simplifies your move-out process and boosts your chances of receiving your full security deposit back. With a set price of \$595, you avoid surprise charges while ensuring a professional, comprehensive cleaning. Our flat-fee services includes two primary packages:

#### Signature Move-Out Cleaning Package

- Clean all bathrooms
- Clean kitchen—including stove, microwave, counters, and refrigerator
- Wipe down all blinds, ceiling fans, bannisters, and light fixtures
- Sweep and mop all hard surfaces
- Remove minor trash *Note: Excessive trash removal may incur additional fees*
- Sweep exterior living spaces, including front and back porches

Steam cleaned carpets that include spot stain treatment and pet stain treatments (if needed)

Opting for our flat-fee cleaning services at \$595 offers predictable costs and superior, professional cleaning that leaves your home in impeccable condition. This level of service helps ensure your property meets move-out standards, ultimately increasing the likelihood of a full security deposit return. Enjoy a stress-free move-out experience and protect your financial interests with our comprehensive flat-fee cleaning packages.

#### Custom Cleaning Options Available

If our flat-fee cleaning services do not fully meet your specific needs, we also offer custom cleaning solutions tailored to your requirements. Our experienced team is available to work with you to design a cleaning package that addresses any unique areas of concern or additional tasks not covered in our standard offering. Contact us to discuss your needs and receive a personalized service plan and pricing details.

**Contact us today to schedule your \$595 service and secure a hassle-free move-out!**

### Final Thoughts....

Thank you for choosing Third Coast Asset Management for your tenancy. We deeply value the trust you have placed in us and remain committed to providing exceptional service throughout your rental experience. Our goal is to ensure that your time with us is not only comfortable and hassle-free but also backed by the expertise and professionalism that define our approach. As your dedicated property management partner, we are here to address your needs promptly and effectively—whether they relate to everyday maintenance, lease concerns, or further service enhancements.

At Third Coast Asset Management, we pride ourselves on being a full-service brokerage with a proven track record in both commercial and residential real estate. Our extensive range of services includes comprehensive real estate sales, strategic management of investment properties, full-scale property management, and specialized real estate investment advisory services. With a wealth of expertise across these domains, we are uniquely positioned to support a diverse array of real estate endeavors. Our team of professionals works diligently to blend market insights with personalized guidance, ensuring that each client receives solutions tailored to their unique goals and needs.

We are equally committed to advancing your future real estate aspirations. Whether you are considering expanding your property portfolio with lucrative investment opportunities, in search of a new home that suits your lifestyle, or looking for the ideal commercial space to grow your business, our knowledgeable and experienced team is here to help. We understand that every client's needs are unique and that the current real estate market requires a nuanced approach to property transactions and management.

Our continuous support extends beyond the boundaries of your immediate tenancy, offering you a trusted resource for all your real estate endeavors. We believe in building long-term relationships and are dedicated to being your strategic partner, whether you are ready to take on your next real estate project or simply need expert advice as you consider your options. We invite you to reach out to our team at any time to discuss opportunities or receive further insight into market trends and real estate strategy.

Once again, thank you for choosing Third Coast Asset Management. We are honored to be your partner and look forward to supporting you through every step of your real estate journey. Our commitment to excellence and personalized service is unwavering, and we are excited to help you achieve your goals now and in the future.