

Renting Guidelines & Criteria

Welcome to Softwind Property Management!

Thank you for your interest in making one of our properties your next home. We offer a variety of homes in different sizes to fit your needs, and we understand that pets are often beloved members of the family — **we do allow pets**, subject to breed restrictions and approval (details below).

Our goal is to provide every resident in our communities with a safe, clean, and comfortable place to call home. To help maintain that environment for everyone, we respectfully ask that all residents and their guests refrain from hosting loud gatherings, creating heavy or disruptive traffic, engaging in disruptive behavior, or participating in any drug-related activity.

We understand that applying to rent a home can be a financial commitment, so **please read this entire document carefully before submitting your application**. Knowing what to expect helps everyone save time and money.

Fair Housing Notice

Softwind Property Management is committed to providing equal housing opportunities and fully complies with the Federal Fair Housing Act, as well as all applicable state and local fair housing laws. We do not discriminate on the basis of race, color, religion, sex, national origin, disability, familial status, or any other class protected under applicable law. All applicants are evaluated solely on the criteria outlined in this document.

APPLICATION PROCESS & FEES

Application Fee: \$75.00 per adult applicant (18+) | **NON-REFUNDABLE**

Every adult (age 18 or older) who will live in the home is required to submit a **separate, fully completed application** with their own fee. Applications are not considered submitted — and will not be processed — until **all** of the following have been received:

- The application has been completed in full
- All required supporting documentation has been uploaded
- The application has been e-signed by the applicant
- The application fee has been paid

Important: *Application fees are non-refundable under all circumstances — including if your application is denied or if another applicant is approved first. At times, multiple applications are submitted close together. The first fully approved application receives the property, and no refunds will be issued to other applicants in this or any other scenario. Please review all criteria carefully before applying.*

First Come, First Served: Our policy is that the first approved applicant receives the home. Once an application is approved, the property is removed from the market.

Estimated Processing Time: *Applications are typically processed within 2–5 business days from the date all required documents are received. You will be notified by email of your application status. If additional information is needed, we will reach out promptly.*

REQUIRED DOCUMENTS

The following documents are required for every adult applicant. **Incomplete applications will not be processed.**

Identification

- Valid Driver's License or U.S. Government-issued photo ID

Proof of Income

- If employed: **2 consecutive months of pay stubs**
- If self-employed: **last 2 years of tax returns** plus a current-year income statement
- If starting a new job: **offer letter from the employer** stating the position, monthly salary, start date, and a contact person
- Any other income documentation (Social Security award letters, child support orders, etc.)

Proof of Savings / Bank Statements

- 2 consecutive months of bank statements (checking, savings, 401K, or any account showing saved funds equaling 3x the rent)

Identification Number

- A valid Social Security Number (SSN) is required for each applicant and all household members

APPLICANT QUALIFICATION CRITERIA

All applicants are evaluated based on a thorough credit and criminal background check. The following minimum requirements must be met to qualify:

Income Requirement

- Monthly gross income must equal at least **3x the monthly rent**. Income from a spouse living in the home may be combined to meet this threshold.

Savings Requirement

- Savings on hand must equal at least **3x the monthly rent**. Checking and savings accounts may be combined. This ensures you can comfortably cover upfront costs such as the holding fee, security deposit, utility deposits, renters insurance, and more.

Credit

- A credit score of **600 or above** is preferred. Applicants with lower scores may be denied or may be required to provide a higher security deposit.
- If you are new to credit and do not yet have a score, please **contact our office directly** — we are happy to discuss your options.

REASONS FOR DENIAL

Applications may be denied for any of the following reasons:

Application Issues

- Incomplete application or missing required documents
- Falsification of any information on the application, supporting documents, or in any communication (phone, email, or text) with us.

Rental History

- Negative landlord references, including but not limited to: consistently late or unpaid rent, money owed to a former landlord, property damage, unsanitary housekeeping, or involvement in violence or drug-related activity

Financial History

- History of late payments, unpaid bills, unpaid child support, collections, or returned checks
- Credit score below the required threshold (may also result in a higher security deposit requirement)
- Current open bankruptcy proceedings
- Outstanding utility debt within the past 36 months

Rental & Housing History

- Prior eviction on record

Behavioral & Criminal History

- History of violent, destructive, or disruptive behavior by any member of the household
- Listing on the OFAC Watchlist
- A criminal background that includes, but is not limited to: fraud, theft, possession or distribution of controlled substances, assault, battery, sex offenses, violent crimes, or other convictions of illegal activity. Each case is reviewed individually, taking into consideration the nature of the offense, the time elapsed, and evidence of rehabilitation.
- A history of intoxication-related issues such as DWI charges, public intoxication, or related disruptive behavior

Identity & Verification

- Social Security Number (SSN) cannot be verified, or the SSN provided returns other names
- Applicant has demonstrated an inability to live independently. If you have questions about this criterion, please reach out to our office before applying.

OTHER IMPORTANT INFORMATION

Security Deposit

- The minimum security deposit is **one month's rent**. The amount may vary based on your credit profile and payment history.

Verification Checks

- We will contact your previous landlords to verify your rental history
- We will contact your employer to confirm employment status and income
- Background checks are conducted through a third-party screening provider. Results are confidential and used solely for application review purposes.

Utilities & Occupancy

- Residents are responsible for all utility costs
- Occupancy limits follow all applicable local, state, and federal guidelines
- Smoking is not permitted inside the home

PET POLICY

We love pets and welcome them in many of our homes! All pets must be approved in advance by the Property Owner and/or Property Manager before moving in. Please review the following requirements carefully.

General Pet Rules

- Maximum of **2 pets** per household
- Tenant is **fully responsible for all damage caused by their pet(s)**
- Acceptable pets include: dogs, cats, fish (tank up to 15 gallons), and small caged mammals. Livestock, farm animals, exotic animals, and any poisonous or dangerous animals are not permitted.

Restricted Dog Breeds

The following breeds are not permitted in any of our properties, regardless of mix or combination: **Akita, Chow Chow, American Pit Bull Terrier, American Bully, Pit Bull (Staffordshire Terrier), Bull Mastiff, Doberman Pinscher, Presa Canario, Rottweiler, Shar-Pei, Wolf or Wolf Hybrid, and any combination of these breeds.** The landlord reserves the right to restrict any additional breed deemed to have similar characteristics.

Pet Fees

Non-Refundable Pet Fee: \$300 per pet (this is not a deposit and will not be returned)
Monthly Pet Rent: \$20 per pet, per month
Pet Screening Fee: A separate fee is charged directly by our third-party pet screening service

RESIDENT BENEFITS PACKAGE (RBP)

At Softwind Property Management, we want your renting experience to be as easy and rewarding as possible. That's why every resident is automatically enrolled in our **Resident Benefits Package (RBP)** at a cost of **\$45.00 per month**, payable with rent. By submitting your application, you agree to this enrollment.

Your RBP includes (subject to property specifications and availability):

- **HVAC Air Filter Delivery** — Delivered directly to your door approximately every 90 days
- **Liability Insurance** — Meeting all lease requirements from an A-rated carrier
- **Move-In Utility Setup** — One call to set up utilities, cable, and internet service
- **Resident Rewards Program** — Earn rewards for paying rent on time
- **Credit Building** — Your on-time rent payments are reported to help boost your credit score
- **\$1M Identity Fraud Protection** — For all adult leaseholders
- **24/7 Online Maintenance Reporting** — Submit and track maintenance requests at any time
- **Home Buying Assistance** — Support and guidance for when you're ready to purchase your forever home
- **Online Resident Portal** — Access your account, documents, communications, and payment options anytime

Note: The RBP monthly fee is all-inclusive. No discounts are given if an individual feature is unavailable due to property limitations (e.g., no HVAC). All services are subject to the terms of the RBP Lease Addendum.

LIABILITY INSURANCE REQUIREMENTS

All residents are required to maintain **minimum liability coverage of \$300,000** in property damage and personal liability from an A-rated carrier throughout the entire lease term. Proof of insurance must be provided prior to occupancy, at each lease renewal, and upon request.

You have two options to satisfy this requirement:

Option 1: Master Policy (Automatic Enrollment)

If you do not provide your own proof of insurance by the lease start date, you will be **automatically enrolled** in the landlord's Master Policy through the RBP. Coverage begins on your lease effective date. The monthly premium of **\$14.95** is and is included in the \$45/month RBP cost.

Option 2: Tenant's Own Policy

You may choose to obtain and maintain your own insurance policy that meets the required coverage minimums. Your policy must meet all of the following requirements:

- Policy is purchased from an **A-rated carrier**
- Policy meets or exceeds **\$300,000 in property damage and personal liability**
- **Softwind Realty LLC** is listed as additional interest
- **InsuranceSupport@SecondNature.com** is listed as additional interest
- Softwind Realty address is listed as: **PO Box 660121, Dallas, TX 75266**

It is your responsibility to keep your policy active and premiums paid. If your policy is canceled or lapses at any time during your lease, you will be automatically enrolled in Option 1.

ACCEPTANCE & MOVE-IN PROCEDURES

Here's what to expect next:

Holding Fee

- Approved applicants must pay a **holding fee equal to one full month's rent** within **24 hours of approval**. This fee is **NON-REFUNDABLE**. Payment must be made through your resident portal or via certified bank check.
- Once the holding fee is received, the property will be taken off the market and no other applications will be processed.
- If you choose not to take occupancy or cancel your lease, the holding fee is forfeited and the property will be relisted. This applies to all approved applicants, including those who have not yet viewed the home in person.
- The holding fee will be credited toward your first full month's rent once you move in.

Security Deposit

- A security deposit — typically one full month's rent, though it may be more depending on your credit — is due **prior to move-in**. This is separate from and in addition to the holding fee.

Remaining Move-In Costs

- Any prorated rent for the month of move-in, along with pet fees (if applicable), are due **no later than your move-in date**.
- A complete move-in cost breakdown will be provided to you upon approval so there are no surprises.

Lease Details

- The lease start date may be no later than **15 days after the lease is signed**.
- A **minimum one-year lease** is required. The lease will be signed electronically.
- All lease documents, addenda, and move-in inspection reports will be provided through your online resident portal.