

experience  
**quality & affordability**  
EXPERIENCE

**resident guide**



**SimplyHome**  
by CAMILLO

# welcome to your SimplyHome home!

We are so happy that you have chosen to settle in with us. This guide will introduce you to our community and give you pro tips for everything from paying rent easily online, to submitting maintenance requests and renewing your lease!

comfort  
convenience  
connection  
stability

home



## your online all access pass

The Resident Portal is your online all-access pass to living in a SimplyHome community and communicating with your dedicated team!

Here are just a few things you can do within your online portal:

- Submit a maintenance request
- Pay your rent online
- Find your lease documents
- Review troubleshooting guides



< scan the QR code  
to get started



## maintenance requests

We inspect and prepare each SimplyHome home just for you! However, when issues arise, we want to help you get them solved as quickly and easily as possible.

Follow these steps::

1. Troubleshoot the issue first (scan the QR code below for our troubleshooting guide).
2. Please submit your request through the Resident Portal.

We will contact you within 48 hours to schedule the service call. An adult of at least 18 years of age must be home. Service calls are conducted Monday-Friday during regular business hours.



< **SimplyHome**  
troubleshooting  
guide

## in case of a home emergency

In a life-threatening personal emergency, please immediately call 911.

For other non-life-threatening emergencies please review the criteria below before calling the emergency maintenance line. A maintenance emergency is considered a hazardous or dangerous issue, that if not addressed immediately, could damage you or your family's welfare or the property itself.

Examples include (but are not limited to)

- Plumbing leak inside the home causing an area to flood
- Half the home including HVAC without power (If whole home, contact electric provider first to confirm there is not an interruption in service)
- Water outage (contact your utility provider first to determine there is not an interruption in service)
- Heat malfunction when the temperature inside the home is below 50°F
- Air conditioning malfunction when the temperature inside the home is above 90°F
- Strong smell of gas

For after-hours maintenance emergencies, please call **346.375.7843**.  
For a home break-in, please call the police immediately,  
then please call us.



< **scan for**  
emergency  
services

## lawns & landscaping

On the day your lawn is scheduled to be serviced, be sure to have both your pets secure and belongings picked up.

While we service the lawns, we ask that you maintain the following:

- Flower beds and mulch
- Tree and hedge trimmings
- Sprinkler system settings (if included on your home)



< scan for  
mowing schedule

## pets

Adding a new four-legged family member? Congratulations! Please keep in mind, all pets must be documented on your lease.

The best way to do this is to :

- Contact your dedicated property management team to inform of the needed change to your lease



< scan The QR Code  
to email the Property  
management team



experience  
**comfort**

EXB0GLI0UC0

# resident responsibilities

Here's a quick guide to see what you are responsible for, and what we are:

## SimplyHome:

- Wood Eating Termites & Rodent Control
- Exterior Care of Structure
- Major Plumbing
- Major Electrical
- Heating/Cooling
- Windows
- Appliances
- Fences
- Garage Door
- Roof
- Irrigation System Repairs
- Lawnmowing and Edging

## Resident:

- Change Light Bulbs
- Minor Toilet & Drain Clogs
- Replace Smoke Detector Batteries
- Sprinkler Heads
- Mulch and Weed Flower Beds
- Trim Trees and Hedges
- Reset Breaker and GFCI
- Interior Pest Control
- Replace Damaged Blinds
- Locked Out — Call a Locksmith

\* If you suspect a termite or rodent problem, please submit maintenance work order as soon as possible.

\* Insurance covering personal belongings should be always maintained. In the event of a maintenance emergency that causes damage to your possessions, residents should contact their insurance company for assessment and reimbursement.

\* Be mindful that every work order is subject to be charged back in case the repair was part of resident responsibilities.

experience   
EXPERIENCE 







experience  
**convenience**  
EXPERIENCE

“I love, love, love, SimplyHome!  
I have been staying with them for almost  
3 years now, and I have had the best experience  
ever. If it wasn't for them during the pandemic,  
I don't know where I would be.”

## community guidelines

We want you to love your community and neighbors!

Here are a few tips on our Community Guidelines:

- All vehicles should be parked in the driveway or garage, never in the street or grass.
- Keep trash cans out of sight.
- Trailers, commercial vehicles, boats, RVs or off-road vehicles are not allowed to be parked in our communities.
- Grills and other outdoor cookers should be kept at least 10 feet away from the home when in use.
- Portable recreational and playground equipment, including basketball goals, may be placed in front of your residence while in use. They may not be located where they would block traffic or visibility on either the streets or the sidewalks.
- To comply with community standards, front yards should appear neat, uncluttered, and maintained.
- Do not remove smoke detectors
- Pets must be walked on a leash and pet waste must be disposed of properly.
- Failure to comply with this guidelines, may be subject to fines



< scan to contact our  
Property management team  
with any questions!





experience  
**connection**  
EXPERIENCE

## resident benefits

We have partnered with some of the best companies to provide you with the best services and perks! Our robust resident benefit program provides residents with exclusive discounts, community events, and more.



< scan to visit and learn more about how you can benefit by being a SimplyHome resident!

## resident referrals

At SimplyHome we consider you a part of our family and we would love to have your friends and family join us! When you refer a friend or family member to SimplyHome and they become a resident, you get \$50! Click here for full details on how to qualify.



< scan for full details on how to qualify

## renewals

We hope you are enjoying your experience with SimplyHome and would love for you to stay! We will reach out to you 90 days prior to lease ending with more details.

## notice to vacate

We are sad to see you go but wish you the best! Please go to your portal and select the notice to vacate option.



< scan for our move out checklist



## **about SimplyHome**

SimplyHome designs, builds, leases and maintains homes for rent. Our integrated approach to community and home building creates significant value while maintaining superior quality. We've been identifying and fulfilling our customer's needs since 2012 and we remain a top choice among residents given the unique quality, care and service we deliver. Today, we have built over 10,000 single family rental homes across Texas.

## a home for everyone

At SimplyHome, we believe renting shouldn't mean sacrificing space, quality, privacy or a sense of community. We bring the comfort, connection and stability needed to make our resident's lives as rich and fulfilling as possible.

## simply ready to serve

Our team is ready to help you through every part of the process, from finding a home, submitting an application, getting ready to move and ongoing home maintenance.

## resident perks & financial wellbeing support

For residents interested in purchasing a home, we partner with Camillo's subsidiary company, Legend Homes, to provide a path to home ownership including financial planning classes, opportunities to improve credit scores, and much more.

“My fiancée and I lived in an apartment for several years and decided we wanted to get a house with a yard for our four-legged son. Renting was the only option for us so we went online and tried to find a house for rent. After seeing a couple of SimplyHome's homes, we knew we wanted to rent with them.”

# your journey home

ΛΟΓΙΣΤΗΚΕΛ ΜΟΛΕ



## we exist to open doors

At Camillo Companies, we're driven to leave a lasting impact on the communities and customers we serve. Through the Next Move program, we're creating more avenues than ever for people to find "home." From renting a single-family space to owning your own home, we make the journey home seamless.



## 1 start with SimplyHome

Find a home that fits your needs today, and prepares you for your Next Move when you are ready! SimplyHome offers tools and resources to prepare you for homeownership, including:

- Credit-building opportunities through Esusu
- Free homebuying courses with mortgage experts
- On-demand educational videos - COMING SOON!

## 2 prepare to purchase

When you're ready to purchase a home of your own, we're here to help make the process as seamless as possible. Here's how:

- Dedicated mortgage team member to assist with financing
- Navigate your home search with our experienced online sales team at [livelegendhomes.com](https://livelegendhomes.com)
- Use our preferred lender's Down Payment Assistance loan programs to save money up front







**LEGEND Homes**  
by CAMILLO

### 3 find what fits with Legend Homes

Through the **Next Move Program**, you'll effortlessly transition from renting to owning while saving time and money!

- Save money with exclusive perks
- Flexible move-out dates and waived early-termination fees on your SimplyHome rental when you purchase a Legend home
- Be the first to purchase with exclusive access to new communities

### 4 live life on your own terms

Moving in is only the beginning. Follow us on social media to stay current with all the latest tips to care for your home — and help you stay on top of all the latest in your community. This includes:

- Neighborhood news, events and highlights, including great ways to enjoy your city
- Regular home maintenance tips & videos
- Home decor and interior design ideas



scan here for information to start your journey home.

The Next Move Program is an exclusive offer for qualifying SimplyHome residents with a minimum length of residency of 3 months, purchasing a Legend Home. Legend Homes reserves the right to change prices, incentives, plans & specifications without notice. Buyer must utilize a Legend Homes preferred lender to receive closing cost promotion. Total Closing Cost contribution subject to Seller's contribution limitations based on Mortgage Programs and loan to value guidelines that are outside Seller's control. All Loans are subject to loan qualifications of the lender. Rates, terms and conditions are subject to change without notification. Certain loan programs may not qualify for the full incentive. Any unused portion of the funds cannot be applied to cost of home, options, elevation premiums, or lot premiums. Any unused portion will be forfeited. Additional conditions or restrictions apply. Offer cannot be combined with any other incentive offered. See a Legend Homes Sales Professional for more information.

## join the neighborhood ambassador program at SimplyHome

We are searching for people who will be a community of change-makers, event-makers and day-makers—people who will use their presence for good to build and enhance their community!

Learn more at [simplyrent.com/ambassador](https://simplyrent.com/ambassador) or email [ambassador@simplyrent.com](mailto:ambassador@simplyrent.com)

community  
community



13141 Northwest Fwy. | Houston, TX 77040 | 888.764.6801 | [simplyrent.com](http://simplyrent.com)

experience  
**quality & affordability**  
EXPERIENCE



**SimplyHome**  
by CAMILLO