



TENANT HANDBOOK



HAUS *of*
REED & PYPER
PROPERTY MANAGEMENT

Updated October 2026

Welcome home

This handbook explains how we manage the home you are renting — how to pay rent, how to get something fixed, what we take care of and what falls to you, and what happens at renewal and at move-out. It is meant to be the first place you look when a question comes up.

Your lease is the controlling document. Where this handbook and your lease ever disagree, the lease governs. We update this handbook as laws and our practices change.

Haus of Reed & Pyper manages this home on behalf of its owner. We are the owner's agent, not the owner. In practice that means we are who you call, who you send rent to, and who arranges repairs — and the decisions that belong to the owner, we take to the owner.

HOW TO REACH US

Office hours: Monday through Friday, 9:00 a.m. to 5:00 p.m.

Address: 560 Merchant Drive, Norman, OK 73069

Phone: 405.317.7700

Email: hello@reedandpyper.com

Web: reedandpyper.com

If someone is in danger or there is a fire, gas leak, or medical emergency, call 911 first. Then call us.

Paying rent

WHEN RENT IS DUE

Rent is due in advance on the first (1st) day of each month. Rent not received by the end of the third (3rd) day of the month is late.

If your lease begins after the first of a month, your first month's rent is prorated and is due at signing.

HOW TO PAY

We accept payment by the electronic methods we designate, and by cashier's check or money order. Electronic payment is faster, safer, and gives you a receipt automatically.

We do not accept cash at any time.

LATE FEES

Charge	Amount	When it applies
Late fee	\$50.00	Rent not received by the end of the 3rd
Daily late charge	\$10.00 per day	Each additional day rent remains unpaid
Maximum late charges	\$150.00 per month	Combined cap in any one month
Returned or rejected payment	\$50.00	Any payment returned for any reason

Late charges are not rent and do not extend your time to pay. Accepting a late or partial payment does not waive any right under the lease. After a second returned payment, we may require certified funds going forward.

HOW PAYMENTS ARE APPLIED

Money received on your account is applied in this order, oldest balance first:

- Maintenance or damage charges billed to you
- Late charges, returned payment fees, and trip charges
- Past due utilities billed to you
- Court costs and attorney fees, where awarded
- Past due rent, oldest month first
- Current rent

This means a partial payment goes to the oldest charges first and may leave current rent unpaid.

A FEW THINGS TO KNOW

Rent is owed every month, including your last. Your security deposit cannot be used to pay rent at any time.

If you are going to be short, tell us before the 1st rather than after. We can sometimes work out a written arrangement. We cannot do that for a balance we learn about after it is already past due.

Your security deposit

Your deposit is held in our security deposit escrow account, separate from our own funds, as Oklahoma law requires. It is not rent and it is not a last month's payment.

GETTING IT BACK IN FULL

Under the Oklahoma Residential Landlord and Tenant Act, we return your deposit, less any lawful deductions and with a written itemization of every deduction, within thirty (30) days after the tenancy ends, you deliver possession, and you make written demand.

To get it back in full:

- Give at least thirty (30) days' written notice before you vacate
- Stay to the end of your term
- Pay all rent, charges, and utility balances in full
- Leave the home clean and undamaged, ordinary wear and tear excepted
- Return every key, remote, and access device
- Give us a written forwarding address

Give us your forwarding address in writing before you move out. Without one we cannot send your deposit, and we are not able to hold it indefinitely while we look for you.

WHAT COMES OUT OF IT

Unpaid rent and charges, cleaning beyond ordinary wear and tear, repair of damage caused by you or your guests, unreturned keys, and unpaid utility balances. Every deduction is itemized.

Ordinary wear and tear is never charged to you.

Maintenance

HOW TO SUBMIT A REQUEST

Submit non-emergency requests in writing. Written requests give us a record, let us send the right trade the first time, and let you track what is happening. Include a photograph wherever one would help.

WHAT COUNTS AS AN EMERGENCY

An emergency is a condition that threatens someone's health or safety, or that will cause serious damage to the home if it waits.

This is an emergency	This is not
Fire, or smoke in the home	Refrigerator not cooling
Gas odor	Oven or range not working
Active water leak or flooding	Being locked out
Sewage backing up	A single outlet not working
No heat when it is below 45°F	Dishwasher not draining
No cooling when it is above 90°F	Garage door opener not working
A tree down on the roof	A dripping faucet
The home is not secure — broken door or window lock	Cosmetic damage

Fire, gas leak, or anyone in danger — call 911 first, then call us at 405.317.7700.

If you report an emergency and a contractor is dispatched for something that is not one, the service call is charged to you. If you schedule an appointment and are not there to meet the contractor, the trip charge is charged to you.

HOW QUICKLY WE RESPOND

Not everything is urgent. We work requests in these categories so you know what to expect. Severe weather and peak heating and cooling season can stretch these, and we will tell you when that happens.

Priority	Examples	Target response
1 — Emergency	Fire, flood, gas odor, sewage backup, burst pipe, no heat or cooling in extreme temperature, home not secure	Same day
2 — Urgent	Broken window, plumbing leak, loose railing, electrical problem, appliance failure affecting daily use	2 – 4 business days
3 — Normal	Appliance repair, garage door, leaky faucet, running toilet	4 – 8 business days
4 — Non-essential	Fence repair, gutter cleaning, exterior cosmetic items	15 – 30 days
5 — Not a habitability item	Screens, light bulbs, door stops, minor cosmetic wear	Addressed at the next property visit or at renewal, subject to owner approval

What we handle, what you handle

A single-family home is different from an apartment. There is no maintenance crew on site, and some small things are yours to take care of. Here is the honest split.

WE TAKE CARE OF

- Keeping the home fit and habitable, and in compliance with building and housing codes
- Electrical, plumbing, heating, ventilating, and air conditioning systems in safe working order
- Supplied appliances in good working order
- Repairs that are not caused by misuse or neglect
- Coordinating and scheduling licensed, insured contractors

YOU TAKE CARE OF

- Changing the HVAC filter at least every three (3) months — this one matters more than any other item on this list
- Replacing light bulbs
- Replacing smoke and carbon monoxide alarm batteries, and testing the alarms monthly
- Keeping the home clean, safe, and sanitary, and putting trash in the proper receptacles
- Lawn care — mowing, watering, trimming, and weeding — where your lease makes it yours
- Pest control for ordinary household pests
- Keeping drains clear of what should not go down them
- Taking reasonable precautions against frozen pipes in cold weather
- Reporting any leak, moisture, or unsafe condition promptly and in writing

A clogged HVAC filter is the single most common cause of a system failure we see, and a failure traced to a filter that was never changed is charged to the tenant. Set a reminder every three months. It costs a few dollars and prevents a very expensive call.

WHAT GETS CHARGED BACK TO YOU

If a contractor reports that a problem was caused by misuse, neglect, or something that should not have gone down a drain, the cost is yours. Common examples:

- Toilets clogged by wipes, toys, hygiene products, or anything but waste and tissue
- Garbage disposal damage from bones, grease, fibrous food, or utensils
- Damage from a window or door left open in weather
- Damage resulting from a condition you noticed and did not report
- Service calls where nothing was wrong, or where you were not there to meet the contractor

Charges are added to your ledger and are due with your next rent payment.

Try this first

Four things account for most of the calls we get that turn out not to need a contractor. Any of these may save you a wait and save you a charge.

1. AN OUTLET STOPPED WORKING — CHECK THE GFCI

GFCI outlets have a small RESET button and are usually in kitchens, bathrooms, garages, and outside. One GFCI often controls several ordinary outlets, sometimes in a different room. Find the nearest GFCI, press RESET, and try again.

2. SOMETHING ELECTRICAL IS OUT — CHECK THE BREAKER

At the panel, a tripped breaker often sits between ON and OFF rather than fully OFF. Push it firmly all the way to OFF, then back to ON. If it trips again right away, stop and submit a request — that is a real problem.

3. THE DISPOSAL HUMS OR DOES NOTHING — PRESS THE RESET

There is a small red reset button on the underside of the disposal. Press it. If the unit only hums, switch it off first — something is jammed, and that is a maintenance request, not something to reach into.

4. THE AC ISN'T COOLING — CHECK THE FILTER AND THE BREAKER

A dirty filter is the most common cause. Check it before calling. If you have already submitted a request for the AC, switch the system OFF while you wait — the coils freeze when it runs in that condition, and a technician cannot do anything until they thaw, which means two visits and a longer wait for you.

Living in the home

WHEN WE NEED TO COME IN

Except in an emergency, or where giving notice is impracticable, we give you at least one (1) day's notice before entering, and we enter only at reasonable times. That is what Oklahoma law requires and it is how we work. We would always rather schedule with you than simply show up.

We may enter without notice in a genuine emergency.

YOUR MOVE-IN CONDITION REPORT

Complete and return your Move-In Condition Checklist within five (5) days of taking possession. Be specific — note every scratch, stain, chip, and item that does not work.

This form protects you, not us. Anything not written down is presumed to have been in good condition when you moved in, and it is the document we compare against at move-out.

RENTERS INSURANCE

The owner's insurance covers the building. It does not cover your furniture, electronics, or clothing, and it does not cover your liability if something you do damages the home or injures someone.

Your lease requires you to carry renters insurance with at least \$100,000.00 in personal liability coverage, naming Haus of Reed & Pyper as an interested party, and to give us proof within seven (7) days of your start date. Buy it from any licensed carrier you like — we receive nothing from it and we do not sell it. It is typically a very small monthly cost for a great deal of protection.

UTILITIES

Put every tenant-paid utility in your own name effective on your start date, and keep it on through the end of your tenancy — including any period after you have moved out but before your lease ends.

Utilities must remain on through the move-out inspection. We are not responsible for turning off your utilities, and we do not do so on your behalf. Transfer the account out of your name only after the inspection is complete.

SMOKE AND CARBON MONOXIDE ALARMS

Test each alarm monthly and replace batteries as needed. Never disable, remove, or cover an alarm. If an alarm fails after a fresh battery, tell us in writing immediately and we will replace it.

PETS

No pet or animal may be kept at the home, even temporarily, without our written approval and a signed Pet Addendum. Current pet terms and any breed or weight restrictions are published at reedandpyper.com.

An unauthorized animal is a material breach of your lease. If one is found, all pet fees apply retroactively to the start of your term, along with the cost of any resulting damage or treatment.

An assistance animal is not a pet. A request for a service animal or emotional support animal is handled under fair housing law, separately from any pet policy, pet fee, pet rent, breed restriction, or weight limit. Contact us directly and we will walk you through it.

SMOKING

Smoking and vaping of any substance are prohibited inside the home and in any garage, attached structure, or enclosed area. Remediating smoke odor is expensive, and the cost is charged to the tenant.

IF THERE IS AN HOA

Where the home is in a community association, you are expected to follow its rules — parking, trash containers, yard standards, boats and trailers, and anything else in its governing documents. Review them early so nothing surprises you.

Association fines resulting from something within your control are passed through to you, along with our cost of handling the notice. The most common one by far is lawn maintenance, so keep the yard up and you will likely never hear from them.

WHO IS ALLOWED AT YOUR DOOR

We are your point of contact. If someone appears at the home claiming to be the owner, a lender, or an inspector, you are not obliged to let them in. Ask them to contact us and then call us. We will always tell you in advance when someone is coming.

Renewing, leaving, and everything between

NOTICE TO VACATE

Give at least thirty (30) days' written notice before you intend to vacate. Send it in writing and make sure you receive confirmation that we have it. A conversation is not notice.

RENEWAL

Your lease ends on a fixed date and does not renew automatically. We will reach out ahead of your end date about renewing. Rent at renewal reflects the market and the owner's costs — insurance and property taxes both tend to rise each year.

How you have cared for the home, and whether rent has arrived on time, are part of that conversation. A good record is worth real money at renewal.

IF YOU STAY PAST YOUR END DATE

Remaining in the home after your term ends without a signed renewal creates a month-to-month tenancy at one hundred ten percent (110%) of your then-current rent. Either party may end a month-to-month tenancy on at least thirty (30) days' written notice.

ENDING YOUR LEASE EARLY

Life changes. If you need out before your term ends, we would rather work with you than watch you walk away from a lease.

You may be released from the balance of the term by:

1. Giving at least thirty (30) days' written notice
2. Paying all rent and charges through the release date
3. Paying a reletting fee equal to one (1) month's rent
4. Returning the home in clean, undamaged, ready-to-rent condition

The reletting fee is not a penalty and it is not the remaining balance of your lease. It covers the real cost of marketing and re-leasing the home. We make reasonable efforts to re-rent, and your obligation ends when we do.

While the home is being marketed, help us show it. The faster it rents, the sooner you are done.

ADDING OR REMOVING SOMEONE FROM THE LEASE

Every adult living in the home must be on the lease and must go through the application process. Subletting and short-term rental of the home — including through any online platform — are not permitted. If your household is changing, call us first and we will tell you how to do it properly.

MILITARY ORDERS

If you enter military service after signing, or receive permanent change of station orders, or orders to deploy or move for ninety (90) days or more, you may terminate your lease under the federal Servicemembers Civil Relief Act. Deliver written notice and a copy of your orders and we will handle the rest.

Showings

During the final thirty (30) days of your lease, or after you give notice, we may place a sign and a lockbox at the home and show it to prospective tenants at reasonable times with the notice described earlier.

You do not have to be present for a showing.

What helps, and what we ask:

- Keep the home reasonably tidy and the walkways clear
- Secure or remove pets for a scheduled showing
- Let us know your security code if there is a system
- Do not let anyone in who is not accompanied by an agent — send them to us

We know showings are an imposition at the end of a tenancy. We keep them to reasonable hours and give you notice every time.

Moving out

Almost every deposit dispute we have ever seen traces back to something on this page. Work through it and most tenants get their deposit back in full.

BEFORE YOUR LAST DAY

1. Give us your forwarding address in writing. Without it we cannot send your deposit.
2. Confirm all rent, charges, and utility balances are paid.
3. Keep every utility on through the move-out inspection.
4. Remove all personal property, inside and out, including the garage, attic, and yard.

CLEANING CHECKLIST

- Empty and clean the range, oven, cabinets, drawers, and closets
- Clean and defrost the refrigerator — leave it running
- Clean walls, ceilings, baseboards, and woodwork
- Sweep and mop all hard floors
- Have carpets professionally cleaned and keep the receipt
- Clean windows, sills, and tracks inside and out
- Clean every bathroom fixture, including the exhaust fan cover
- Replace all burned-out or missing light bulbs
- Replace the HVAC filter
- Remove all trash from the property — do not leave it at the curb
- Mow, trim, and tidy the yard

Carpets must be professionally cleaned and you must give us the receipt. If we do not receive it, a carpet cleaning charge of \$150.00 is deducted from your deposit. If the home needs general cleaning beyond ordinary wear and tear, that is billed at cost.

KEYS AND ACCESS DEVICES

Return every key, mailbox key, garage remote, gate remote, and access card by noon on your last day. Garage and gate remotes are expensive and slow to replace, so please account for all of them.

Rent continues to accrue until keys are returned or the locks are changed at your expense. Returning keys is what ends your tenancy — not moving your furniture out.

THE MOVE-OUT INSPECTION

We inspect after the home is empty and cleaned and the keys are back. We photograph the condition and compare it to your move-in checklist. You are welcome to attend — tell us at least three (3) days ahead and we will schedule it with you.

Our inspector documents condition; they do not decide or quote charges on the spot. Your itemized accounting follows in writing.

THEN WHAT

Within thirty (30) days after the tenancy ends, you deliver possession, and you make written demand, we send your deposit balance and a written itemization of any deductions to the forwarding address you gave us.

Common questions

CAN I USE MY DEPOSIT FOR LAST MONTH'S RENT?

No. Rent is owed every month including the last, and the deposit cannot be applied to it.

WHO DO I CALL IN AN EMERGENCY?

911 first if anyone is in danger or there is a fire or gas leak. Then call us at 405.317.7700.

AM I CHARGED IF I'M LOCKED OUT?

We cannot send someone at 2 a.m. — we do not have a locksmith on staff. A locksmith is at your expense. During office hours we can usually help, so call us first.

MY TOILET IS CLOGGED. IS THAT ON ME?

Usually yes, if something went down that should not have. Try a plunger first. If a plumber finds roots, a collapsed line, or another defect in the system, that is the owner's cost, not yours.

DO I HAVE TO BE HOME FOR MAINTENANCE?

No. Most tenants give us permission to let a contractor in. If you prefer to be there, say so and we will schedule around you — it may take longer.

CAN I PAINT OR MAKE CHANGES?

Not without our written consent. Hanging pictures with small nails or hooks is fine — just patch the holes at move-out.

CAN I CHANGE THE LOCKS?

Only with our written consent, and we need a working key immediately. We have to be able to reach the home in an emergency.

WHAT IF I MOVE OUT EARLY IN THE MONTH?

Rent runs through the end of your term or your release date. Moving out early does not stop rent.

CAN I BUY THE HOME I'M RENTING?

Sometimes. If the owner is willing to sell, we are glad to talk about it — and it does not have to wait for your lease to end. Ask us.

SOMETHING BROKE AND IT WASN'T MY FAULT. AM I CHARGED?

No. Normal failures and ordinary wear are the owner's cost. Charges apply to misuse, neglect, or a problem that was not reported in time.

When you're ready to buy

Plenty of our tenants become homeowners, and we would rather help you do it than lose track of you.

THE HOME YOU ARE RENTING

If the owner is willing to sell and everyone agrees on terms, this can happen at any point in your tenancy — it does not have to line up with the end of your lease term. Ask us and we will find out.

A DIFFERENT HOME

Haus of Reed & Pyper is affiliated with Gable & Grace, our brokerage partner. If you are thinking about buying, tell us early. We can coordinate your purchase timeline with your notice to vacate, or with an early release if you find something sooner, so you are not paying for two homes at once or scrambling at the end.

Start that conversation three to six months before your lease ends. That is enough time to get pre-approved, shop without pressure, and line up your move with your notice.

This handbook is a guide to how we work. It does not change your lease, and where the two differ, your lease controls. Questions about anything here are always welcome — that is what the office is for.