

Welcome Home to Silverado Apartments

Your new home address is: 8400 Stonebrook Parkway # _____
Frisco, TX 75034

Your move in date is scheduled for: _____

Your lease signing date is scheduled for: _____

Utility Providers: Coserv Electric (800) 274-4014
Grande (877) 238-6891

Electric service must be scheduled to be in your name by your move-in date and account number must be provided to leasing office before move-in. If not done from the date you move-in you will be charged for the electric you use in our name plus a \$50 fee.

Local Schools: **Frisco ISD**

Elementary **Bright Elementary**
7600 Woodstream Drive
Frisco, TX 75034
469.633.2700

Middle School **Staley Middle School**
6927 Stadium Lane
Frisco, TX 75034
469.633.4500

Senior High **Frisco High School**
6401 Parkwood Boulevard
Frisco, TX 75034
469.633.5500

Silverado Office Number: (972) 668-5353
Silverado Fax Number: (972) 668-5354
Silverado mail Address: silverado@bes.com

Silverado Office Hours: Mon.-Fri. 9am – 6pm
Wednesday 9am – 7:30pm
Saturday 10am – 5pm
Sunday 12pm – 5pm

Commonly Asked Questions

1. What are the office hours?

The office is open on Monday, Tuesday, Thursday and Friday from 9 am to 6 pm. On Wednesday, the office is open from 9 am to 7:30 pm. On Saturday the office is open from 10 am to 5 pm and Sunday is open from 12 pm to 5 pm.

2. What is a maintenance emergency?

Generally, a maintenance emergency can be defined as: fire, no electricity, broken or non-working entry doors and locks, broken windows, no heat (when the outside temperature is below 45 degrees), no air conditioning (when the outside temperature is above 90 degrees), no water, commode not working (when only one in the apartment), flooding and/or broken plumbing pipes.

3. What are the pool hours?

The pool is open until 10 pm on weekdays and 11 pm on Friday and Saturday. Please remember that anyone under the age of 16 must be accompanied by an adult resident.

4. What are the business center hours?

The business center is open during normal business hours. Please remember that anyone under the age of 16 must be accompanied by an adult resident.

5. What are the Billard's room hours?

The billards room is open during normal business hours. Please remember that anyone under the age of 16 must be accompanied by an adult resident.

6. What are the Fitness Center hours?

The Fitness Center opens at 5am and closes at 11pm. Please remember that anyone under the age of 16 must be accompanied by an adult resident.

7. Where do I take my trash?

The trash compactor is located by building 5. Please remember that all trash must be put in the compactor area and should not be left by your front door or in any other common area of the property. If trash is found by your door or in any other common area you will be fined \$25 per bag.

8. What do I do if someone is blocking my garage?

You should call the emergency maintenance number with the vehicle information including tag number. We will contact the towing company.

9. Who do I make my rent payment payable to?

You should make your rent payment payable to BES Silverado Fund V LP.

10. What do I need to do if I am going to have to pay my rent late?

Contact the office immediately and let them know of the circumstances. They will then be able to give you an amount including your late fees that you will owe.

Please remember we can only accept personal checks until the 3rd of the month. After that all payments must be made by either money order or cashier's check.



Tenant Guide to **Allocated** Water or Wastewater Service

What is allocated utility service?

Under a lease agreement, this property will bill you for water and perhaps wastewater using an *allocation* method. The owner receives water and wastewater service from the local utility and passes through the cost of one or both of these services to each dwelling unit on the property. At the time you discuss a rental agreement, the property owner must provide you with a free copy of either the rules on utility allocation, or a copy of this summary of the rules that has been prepared by the Texas Natural Resource Conservation Commission (TNRCC).

How does allocation work?

You will receive a bill from the property owner or a billing company, not from the local utility company. The allocated bill is not based on your actual usage. Instead, the property owner has a *master meter*, which is used by the utility to measure all water used by the entire property. The property owner gets a *master meter bill* from the utility. From this bill, the owner or billing company calculates each tenant's share of the charges for water or wastewater using an allocation method approved by the TNRCC.

Is this practice legal?

Yes, Texas law allows owners to bill tenants for water and wastewater service. Under this law, the TNRCC has adopted rules designed to provide safeguards for you, the tenant. The rules require the property owner to provide you with specific information about your bills and to include disclosures about their billing practices in your rental agreement. It is important for you to be familiar with these requirements, because any billing disputes that arise must be resolved by you and the property owner, usually by working with the on-site manager.

What should my rental agreement include?

Your rental agreement, lease, or a lease addendum, should disclose the following:

- ▼ You will be billed on an allocated basis.
- ▼ You will be billed for water and/or wastewater.
- ▼ **You have the right to receive information from the owner to verify your utility bill.**
- ▼ Disputes about the calculation of your bill are between you and the property owner.
- ▼ A clear description of the allocation method the property owner will use to calculate your bill.
- ▼ The average monthly water/wastewater bill for all dwelling units in the previous calendar year, and the highest and the lowest bill in that year.
- ▼ The date bills are usually issued.
- ▼ The date bills are usually due.

- ▼ The number of days it will take to repair a leak in your dwelling unit, after you have reported it in writing.
- ▼ The number of days it will take to repair a leak in an unmetered common area that you report in writing.

How will my bill be determined?

The TNRCC has approved several methods for allocating utility bills, effective September 27, 2000. Any property using a different method has until September 27, 2001, to switch to *one* of the newly approved methods. Alternatively, the owner may install *submeters* and begin billing on a submetered basis, or discontinue billing for utility service. If you have questions about your bill, ask your property owner to explain what allocation method was used and how the bill was calculated (see "What records must the owner provide?" in this publication). For more information on submetered water and wastewater billing, see TNRCC publication, *Tenant Guide to Submetered Water or Wastewater Service*.

What utility charges can be passed through to tenants?

Allocated bills for water and wastewater may only include utility charges for water, wastewater, and surcharges directly related to those services. Tenants may not be charged for fees the utility has billed the owner for a deposit, disconnect, reconnect, late payment, or other similar fee. Texas law does not allow property owners to profit from allocated billing by adding extra fees or hidden charges to water and wastewater bills.

What about water/wastewater that is used outside dwelling units in common areas?

Common areas include pools, laundry rooms, and installed irrigation systems for landscaping. Before applying the selected allocation method, the owner must first subtract charges related to common areas, as required by TNRCC rules.

What records must be made available to you?

TNRCC rules require property owners to make the following billing records available to you for inspection at the manager's office during normal business hours. The owner or manager may ask you to submit a written request to view this information. Records routinely kept at the on-site manager's office should be made available within *three days*.

Records routinely kept elsewhere must be made available within *15 days* of receiving your written request. If there is no on-site manager's office, the owner must make copies of requested information available at your dwelling unit, at a time

agreed to by you, within 30 days of receiving your written request.

Information that must be made available to you includes:

- ▼ the statute that allows owners to bill tenants for water and wastewater service (Texas Water Code, Chapter 13, Subchapter M);
- ▼ TNRCC rules that regulate this practice (Title 30, Texas Administrative Code, Chapter 291, Subchapter H);
- ▼ rates charged to the property by the utility;
- ▼ bills from the utility to the property;
- ▼ data on occupancy and square footage used to calculate allocated bills;
- ▼ calculations showing deductions for common areas (if applicable);
- ▼ total amount billed to tenants each month for water/wastewater;
- ▼ total amount collected from tenants each month for water/wastewater;
- ▼ any other information you may need to calculate and verify your water/wastewater bill; and
- ▼ conservation tips.

What information must be included on my allocated bill?

- ▼ Tenant's name and address.
- ▼ Amount due for dwelling unit base charge or customer service charge, or both, if applicable.
- ▼ Amount due for water and/or wastewater.
- ▼ Due date.
- ▼ Name of the retail public utility and a statement that the bill is not from the retail public utility.
- ▼ Name of the billing company, if applicable.
- ▼ Name, address, and telephone number of the party to whom payment is to be made.
- ▼ Name or title, address, and phone number of the company or person to be contacted about a dispute.

How do I dispute a bill?

You are encouraged to file billing disputes *in writing* with the person identified on your bill to contact about disputes—usually the owner, the on-site manager, or a billing company. The owner or designated person must then investigate the dispute and report the results of the investigation to you in writing. The investigation and report must be completed within 30 days from the date you

provide written notification. If you find that a TNRCC rule has been violated, please document your findings and contact the TNRCC at the address at the end of this publication.

When is my bill due?

Your bill is due on receipt. Your payment will be considered late if it is not received within 16 days after the bill is mailed or hand-delivered to you. The owner may then issue a *disconnection notice* indicating your utility service will be disconnected, if payment is not received.

Can my utility service be disconnected for nonpayment?

Yes, your service can be disconnected for nonpayment. The owner must first give you a disconnection notice at least 10 days before the date you are scheduled to be disconnected.

Can the owner change the way I am billed?

No, not unless:

- ▼ the owner has given you notice of the proposed change at least 35 days prior to implementing the new method;
- ▼ your existing lease has expired, or you are willing to sign a new lease before the current lease expires; and
- ▼ you have agreed to the change by signing a lease or other written agreement.

Note: This guide summarizes only some of the TNRCC rules regarding allocated billing. A property owner must be familiar with, and comply with, all applicable state laws and rules. Tenants are encouraged to refer to those sources for additional, detailed information.

Violations of TNRCC rules should be documented in writing and sent to: TNRCC; Outreach & Information Assistance Team; Water Information & Assistance Section, MC-141; P.O. Box 13087; Austin, TX 78711-3087. The Outreach & Information Assistance Team may also be reached by calling 512/239-6100. For more information, see the TNRCC Web site at www.tnrcc.state.tx.us.

TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

The TNRCC is an equal opportunity/affirmative action employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation or veteran status. In compliance with the Americans with Disabilities Act, this document may be requested in alternate formats by contacting the TNRCC at (512)239-0028, Fax 239-4488 or 1-800-RELAY-TX (TDD), or by writing P.O. Box 13087, Austin, TX 78711-3087.