

## San Antonio Rental Properties

Security deposit disputes don't come from bad tenants. They come from unclear records.

This document outlines the standards For Lease Clover uses to document property condition, evaluate damages, and process security deposit deductions in a way that is fair, defensible, and aligned with Texas law.

Our goal is simple:

Eliminate ambiguity so owners are protected and disputes don't escalate.

## The Problem With Traditional Deposit Handling

Most security deposit conflicts fail for one reason. There is no reliable baseline.

Photos are incomplete.

Descriptions are vague.

Records aren't comparable.

When that happens, deductions become opinions instead of evidence. Opinions fail under scrutiny.

## Our Inspection Methodology

### Standardized Condition Documentation

All properties under management follow a standardized inspection process.

Each inspection captures the same categories, structure, and visual reference points to ensure consistency over time.

This eliminates variability and ensures records can be compared accurately.

### Paired Move-In and Move-Out Inspections

Move-out condition is evaluated against the original move-in record using side-by-side visual comparison.

This allows changes to be assessed objectively rather than relying on memory, general notes, or isolated photos.

Damage is identified based on documented change, not assumption.

## **Comprehensive Visual Coverage**

Inspections capture full visual context of each area and component. This provides clarity on how individual items relate to surrounding surfaces and structures.

Close-ups without context are avoided.

Context prevents misinterpretation.

## **Time-Stamped Records**

All inspection records are time-stamped and stored as part of the property's permanent file.

This establishes a clear timeline of condition and prevents disputes over when damage occurred.

## **Resident Submissions Are Reviewed, Not Accepted**

Resident-submitted photos or reports do not replace documented inspections.

Any resident submission is reviewed against existing records and standards before being considered. No submission overrides established condition history.

## **Damage Evaluation Standards**

### **Normal Wear vs. Chargeable Damage**

Deductions are limited to damage that exceeds normal wear and tear.

Normal wear includes:

- Minor scuffs
- Fading from sunlight
- Routine aging of materials

Chargeable damage includes:

- Breakage
- Neglect
- Unauthorized alterations
- Damage caused by misuse or failure to follow lease requirements

Each charge is tied to a documented change in condition.

### **Supporting Evidence for Deductions**

Every deduction is supported by:

- Move-in documentation
- Move-out documentation

- Visual comparison
- Repair invoice or cost basis

No deduction is issued without evidence.

## **Security Deposit Processing**

Deposits are processed in accordance with Texas Property Code requirements.

Tenants receive:

- A clear breakdown of deductions
- Supporting documentation
- Repair records where applicable

This ensures transparency and reduces post move-out disputes.

## **Why This Standard Protects Owners**

Clear records reduce friction.

Clear records reduce disputes.

Clear records protect equity.

By removing ambiguity from the process, owners avoid:

- Lost deductions
- Prolonged disputes
- Legal exposure
- Reputation damage

This standard exists to protect the asset, not create conflict.

## **Summary**

Security deposit handling should never rely on opinion.

It should rely on evidence.

These standards ensure:

- Fair treatment of residents
- Defensible decisions for owners
- Clean transitions between tenancies

This is how disputes are prevented instead of managed.

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