

Tenant Handbook



RE/MAX[®]
LEGACY

Each office is independently owned and operated

PROPERTY MANAGER | DALE JONES | 702.205.6099 | WWW.LASVEGASRE411.COM

There are a lot of choices available when it comes to property management companies, so we appreciate you considering our services. We are a family owned and locally operated real estate company. Our primary goal is providing amazing service to both our landlords and our tenants in an honest, reliable, and ethical manner. While our fiduciary duties lie with our landlord, we do our best to meet and exceed our tenant's expectations. We were hired to care for the landlord's properties and ease the burden of renting out their homes. We want to deliver our properties to our tenants in pristine condition and expect our tenants to treat it as if it were their own. We strive to keep properties in good working order and respond to maintenance/emergency requests immediately. We want the tenant to put themselves in an owner's position when a repair request is submitted and hope that they understand the procedure would be the same whether they own or rent the property. This handbook is not a contract but a guide to understanding our expectations and procedures as well as to understand tenant duties and responsibilities. Read this handbook thoroughly and contact us with any questions or clarification. Tenants are required to sign off that they have received this guide and understand what is expected of them. Thank you again, we look forward to working with you.

Property Manager - Marilyn McArter

Office Hours: Monday – Friday 9am - 5:00pm

Tenant Responsibilities:

1. Qualification Requirements
2. Applicant Checklist
3. Holding Deposit
4. Lease Execution, Payments, Deposits, and Utilities
5. Move-in Procedures
6. Changes or Modifications to the Property
7. 6-Month Property Review
8. Maintenance Responsibilities and Repairs
9. HOA fines, City fines, Maintenance Cancellation
10. Lease renewals and Rental Increases
11. Failure to Pay Rent, Fines, or Maintenance Fees
12. Move -Out Requirements and Expectations
13. Pets, Emotional Support Animals, Service Animals

Qualification Requirements:

It is required that the applicant(s) income be 2.5x to 3x the rental rate. All occupants must be listed on the rental application including minor children. All adults must supply government-issued ID and fill out the application completely. This includes initialing all pages, all signatures, the date, and the application fee paid. No application will be processed until all of the required information has been collected. In determining a tenant's qualification, the tenants consent to a credit and criminal background check. The tenant's credit scores, debt-to-income ratios, length of employment, and length of last residency will all be considered in the qualification process. Evictions within the last 5 years, a felony conviction within the last 10 years, or falsifying the application will be an automatic rejection. In order to finalize the determination, proof of income is also required. The tenant will need to prove their monthly income by providing 2 month's pay statements or 2 month's bank statements if pay stubs are not available. If bank statements are considered, all pages of both month's statements are required and it needs to support the monthly income i.e. direct deposit. Finally, a rental verification will need to be signed so the leasing coordinator can contact the applicant's current or former landlord for a report on the applicant's rental rate, rental history, payment history including NSF checks, if the security deposit was returned and to verify proper notice was given. It is understood that not everyone has perfect credit or payment history. In some instances a second deposit may be requested to be qualified for the property if there are too many deficiencies in the qualification process. Any first time roommates, that cannot prove they have lived together and were named on a lease as occupants, will be required to pay 2 months' security deposit.

Applicant Checklist:

Applicant Checklist

ATTENTION!! APPLICATION FEES ARE NON-REFUNDABLE

All required items from this checklist must be provided when the applicant submits the application or the application will automatically be rejected. Each applicant must supply a separate application form and it **MUST** be fully executed, each page initialed, and signed in order to be processed. If pay stubs are not available, the applicants full monthly bank statements are required in PDF format, no screenshots will be accepted. Applicants with trust or business accounts will need proof of account ownership for the statements to be considered. The monthly deposits **MUST** match the tenant's stated income from the application.

Management requires that the applicant(s) income exceeds 2.5 to 3x the amount of monthly rental rate. In determining an applicant's qualification, credit score, debt to income ratio, debt to income ratio with the rent, length of employment, length of last residency, and rental questionnaire will be used to determine the applicant's qualification. Felonies within the last 10 years and Evictions within the last 5 years are automatic disqualifications. Any unpaid utility service collections on an applicant's credit report will need to be paid in full with proof of payment prior to approval. Don't be discouraged if the applicant's credit is poor. In some instances a second deposit may be requested to be qualified for the property. Any first time roommates will be required to pay a double security deposit.

Bring this packet along with the items on the checklist to:

2301 E. Sunset Rd. Suite #7, Las Vegas, NV 89119

Rental Property Address: _____

Application Checklist:

_____ 2 Months Pay Stubs or	_____ 2 Most Recent Bank Statements
_____ State Issued photo ID or Passport	_____ Rental Verification Form
_____ Picture of pet(s) (if applicable)	_____ Application (initialed/signed)
_____ Duties Owed	_____ Agent W9 & Referral Agreement

Once the applicant(s) are approved, a holding deposit of \$500 will be required within 24 hours to remove the property from the market. If the holding deposit is not received within 48 hours, the application will be rejected. The property will then be placed as available on the market or back up applications will be processed. If the applicant withdraws their application after approval, the \$500 holding deposit is forfeited.

Tenants are responsible for all utility charges during tenancy. In areas where trash and/or sewer do not transfer, or if a property requires monthly pool service or landscaping, the tenant will be responsible for paying these fees. The fees will be billed with the rent on a monthly basis. Upon move out, the tenant will be required to submit proof that all utilities have been paid in full or the security deposit will be held until proof is submitted.

The tenant may also be responsible for additional costs associated with the rental of a property. These are some examples of additional deposits/fees: Association registration/background check fees, Association security deposit, parking passes, and/or amenities fees/keys. Consult with the leasing company prior to submitting the application for a list of tenant related costs and get all negotiations regarding the lease in writing. Read the lease carefully and seek legal advice if you do not understand the lease and/or lease terms prior to the signing.

Standard Fees/Deposits:

\$75 Application Fee/ Adult Applicant	\$3.99 Convenience Fee (online rental payments)
\$100 Lease Renewal Fee	\$TBD Cleaning Fee
\$185 Key Fee (Re-Key post tenancy)	\$500 Holding Deposit
\$TBD Security Deposit	\$30 Annual Tech Fee

Holding Deposit:

Once an application is approved, a non-refundable holding Deposit of \$500 is required to take the property off the market. The applicant has 24 hours to provide the holding deposit and if the deposit is not received within 48 hours, the tenant's application is automatically rejected. Properties will only be removed from the market for up to 14 days from approval. If the applicant decides not to move forward after the application is approved, the holding fee is forfeited to the landlord. If the applicant moves forward, executes the lease, and delivers the necessary funds prior to occupancy, the holding deposit is credited towards the security deposit. The property will remain available to other applicants until the holding deposit is received.

Lease Execution, Rental Payments, Deposits and Utilities:

The applicant will meet the leasing coordinator at the office to execute the lease. If one party can't sign on location, the leasing coordinator must be notified so the lease can be set up for digital signatures. The leasing coordinator will review the lease, review the tenant expectations, and supply the emergency contact phone number.

The first rental payment, fees, and deposits must be made in certified funds (cashier's check or money order). There will be 2 separate payments required. Rent and fees are to be delivered in 1 payment and 1 separate security deposit payment. These funds will be deposited into separate bank trust accounts. The security deposit belongs to the tenant and can be used when the tenant breaks the lease, damages the property, or to pay fines that are levied against the tenant. The security deposit is NOT considered the last month's rent. Any deductions to the security deposit will be reimbursed with the next month's rent first.

Tenants are also responsible for HOA registration/amenity fees, if any. This includes, but is not limited to, parking passes, tenant registration fees, amenity fees, amenities key/card, fobs,, additional HOA security deposits, HOA background checks, etc.

The tenant has several options to make rental payments. The tenant can pay through the online portal where a small "convenience fee" is charged, mail the check to the office, bill pay through their banking system or hand deliver. Rental payments are due on the 1st of the month and considered late if not paid by midnight that day. There will be a 3 day grace period before late fees are assessed. On the 4th day of the rental period, the late fee will be added to the tenant lease ledger.

Depending on what city the property falls under, utility payments such as sewer and trash may remain in the landlord's name and will be billed to the tenant separately on a monthly basis. This payment will be due and payable as rent and with rent. These utility fees will be subject to late fees and eviction if not paid. Tenants are required to keep utilities active until the 3 days post tenancy.

Utility Services:

POWER	
NV Energy	nvenergy.com
Customer Service:	702-402-5555
Outage Reporting:	702-402-2900
In Spanish:	702-402-5554
WATER	
Las Vegas Valley Water District	lvvwd.com
General:	702-870-4194
Customer Service:	800-252-2011
Henderson Water:	702-267-5900
North Las Vegas Water:	702-633-1275
Call Before You Dig:	800-227-2600
GAS	
Southwest Gas	swgas.com
Main Line:	877-860-6020
TELEPHONE SERVICES	
AT&T	att.com
CenturyLink	centurylink.com
Cox Communications	cox.com
Sprint	sprint.com

Verizon Wireless	verizonwireless.com
TELEVISION SERVICES	
CenturyLink™	centurylink.net
Phone:	702-222-4444
Cox Communications	lasvegas.cox.net
Phone:	702-933-9811
DISH	dishnetwork.com
Phone:	800-823-4929
Direct TV	directtv.com
Phone:	888-795-9488
TRASH REMOVAL	
Republic Services	republicservicesvegas.com
General:	702-735-5151
Recycling:	702-735-5151
Clark County Sanitation Department	cleanwaterteam.com

Tenant's that are responsible for landscaping must adhere to the Las Vegas Valley Water District watering schedule.

Water Schedule:

WINTER:

https://www.youtube.com/watch?time_continue=96&v=hMa-xGWXbrw&feature=emb_logo

NOVEMBER 1ST- FEBRUARY 29TH

NEVER ON SUNDAYS, 1 ASSIGNED DAY A WEEK

SPRING:

https://www.youtube.com/watch?time_continue=1&v=yYPFoovDdZI&feature=emb_logo

MARCH 1ST- APRIL 30TH

3 DAYS A WEEK MAX, NEVER ON SUNDAYS

SUMMER:

https://www.youtube.com/watch?v=SIe15kNnq80&feature=emb_logo

MAY 1ST- AUGUST 31ST

MON-SAT. , NEVER ON SUNDAY , NOT ALLOWED BETWEEN HOURS 11AM-7PM

FALL:

https://www.youtube.com/watch?time_continue=3&v=eSNEokr6QZQ&feature=emb_logo

SEPTEMBER 1ST- OCTOBER 31ST

3 DAY A WEEK MAX, NEVER ON SUNDAY

Move-in Procedure:

After the lease is executed, the tenant will meet with the Field Tech at the property to review the current condition. This will assist in preventing the tenant from being held responsible for pre-existing conditions. The Field Tech will take video as well as still photos for documentation and for the tenant's records. A move-in inspection report will be left for the tenant at move-in to document anything that may have been missed by the Field Tech and tenant. This report will be due in 30 days from move-in. Door locks have been changed for each tenancy so only the tenant and the landlord will have copies of the keys. Mailbox keys are federal property, so tenants may be required to go to the post office to obtain new keys, if none are available. The property management company can not acquire these keys as proof of residency is required. Tenants are required to obtain renter's insurance and submit proof within 30 days of tenancy. The leasing coordinator will confirm that it has been received within 30 days. If proof of insurance is not received within 30 days, the leasing coordinator will order a policy and charge the tenant for this cost. The cost of the policy will be charged monthly and will be due with rent. The Field Tech will coordinate a date with the tenant to return for a 6-month review after the move-in review is complete.

Once the move-in is complete, the lease, photos, and videos are uploaded to the tenant's online portal. The portal can be utilized to pay rent, upload proof of renter's insurance, add photos, or request non-emergency repairs.

Any flood, fire, or threat to life, requires the tenant to call **911**, then the property manager, after the incident has subsided.

Urgent situations such as HVAC failure, major electrical loss, hot water tank leaks, and water damage should be reported immediately to the on duty Property Manager.

Property Manager, Dale Jones- 702.343.4443

Tenants will be charged a fee for calling in any repairs that are of a non-emergency nature. Tenants are encouraged to use the portal to report minor issues.

Changes or Modifications to the Property:

Any and all modifications, upgrades, or painting of the property must be submitted to the property manager and approved by the Landlord. Any agreed upon modification must stay with the property, at no charge to the landlord, unless agreed upon by both parties. An addendum to the lease will be issued and must be signed by all parties prior to any work being performed. Any unauthorized changes must be corrected immediately at the tenant's expense. If any modification to the property is approved, the modification must be completed by a licensed and insured vendor. Tenants must supply proof of vendor licensing and insurance prior to any work being performed.

6 Month Property Review:

After 6 months of the lease execution, a Field Tech will return to the property to review the current condition and send a report back to the landlord. The Field Tech will inquire about any condition or issues at the property that need attention. Any items of normal wear and tear will be the landlord's responsibility. The tech will also assess and report any tenant damage, negligence or neglect. The report will be uploaded to the tenant's portal as well as the landlord's. The tenant will be required to make the necessary repairs or maintenance, that is deemed their responsibility, within 7 days. If the issues caused by the tenant are not corrected in a timely manner, a trusted vendor will be dispatched and the tenant will be charged for the repair or maintenance. Once the repair is complete, it is the tenant's responsibility to send receipts, along with photos, of the repair and/or violation corrective action taken. If the tenant employs a vendor to complete any repair or maintenance, the vendor must be licensed and insured. If a Field Tech is dispatched to confirm the work is completed, the tenant will be charged a trip fee. The tenant is expected to keep the property in a clean and tidy order. Cleaning and maintenance of the property should be performed on a regular basis.

Maintenance Responsibilities/Repairs:

Any flood, fire, or threat to life, requires the tenant to call **911**, then the property manager after the incident has subsided.

Urgent situations such as HVAC failure, major electrical loss, hot water tank leaks, and water damage should be reported immediately to the on duty Property Manager. The Property Manager is available 24 hours a day for urgent repairs.

Property Manager, Dale Jones- 702.343.4443

The most common issues that result in a tenant being charged a service call fee can be avoided by taking some trouble shooting steps prior to requesting a repair. These issues are:

1. The garbage disposal is not working.
2. The lights in the bathrooms/kitchen are not working.
3. The water clock to the landscaping isn't working.
4. The garage is not closing.

Tenants will be charged a fee for calling in any repairs that are of a non-emergency nature. Tenants are encouraged to use the portal to report or request repairs regarding minor issues.

Properties with a pool will have a professional service that will maintain the pool on a regular basis and the fee is billed monthly to the tenant as rent. Tenants are to coordinate with the service company and allow access to the area on days of service. Any locks, pool covers, and toys should be removed at service times.

Landscaping is the tenant's responsibility unless there is a service in place. If a service is provided, the tenant will be responsible to pay the cost of the service. For properties that do not have landscaping services, the tenant is responsible for the regular maintenance, weeding, cutting, trimming, tree trimming, including palm trees, and replacing any dead plants.

HOA fines, City fines, Maintenance Cancellation:

If a violation has occurred at the property, an email will be sent to the tenant in regards to the violation. The tenant will be given a deadline of when the violation must be corrected. If the

violation is not corrected in a timely manner and a fine is levied, the tenant will be responsible for paying the fee or fine. If the violation is not corrected in a timely manner and a vendor is dispatched, the tenant will be responsible for the fee and the maintenance charge.

If a scheduled repair order is not cancelled within 48 hours or the tenant does not meet the vendor at the scheduled meeting time, the tenant will be responsible for any vendor charges in relation to the service call.

Lease Renewals and Rental Increases:

The field tech will return to the property within 60 days to conduct a property review for the landlord. The field tech will review the report with the leasing coordinator and forward the report to the landlord. The leasing coordinator will review area rental comparables, taxes, and other fees regarding the property with the landlord in determining if a rental increase is necessary. The condition, cleanliness, and timely rental payments will be used in determining if the lease will be renewed.

If the landlord decides to renew the lease, the tenant will receive an email requesting a lease renewal. If the tenant is agreeable to the new terms and rental increase (if applied), a new lease or addendum will be issued for signatures. A lease renewal fee will be assessed and be the tenant's responsibility at the renewal date. Tenants will not be granted a month-to-month lease. If the tenant does not sign a new lease or addendum the rent rate will be increased 15%.

Failure to Pay Rent, Utility Charges, Fines, Fees, and Smoking:

Rental proceeds, fines, utilities, and property service fees are due on the 1st day of each month and considered late after midnight. Tenants will be responsible for any costs associated with posting and delivery of any pay or quit notices along with any eviction costs.

Utility charges will be posted to the tenant ledger along with any property services (pool, landscaping, etc.) These charges will be considered as rent if not paid on the date due.

Any HOA or City fines will be considered the tenant's responsibility if not corrected in a timely manner and a fee is assessed. These charges will be posted to the tenant's lease ledger and are considered as rent if not paid on the date due.

The management company reserves the right to assess fees or trip charges when a tenant does not take corrective action or fails to prove a violation has been corrected. These charges will be posted to the tenant's lease ledger and are considered as rent if not paid on the date due.

Smoking is not permitted in, at, or around the property to include but not limited to cigarettes, cigars, pipes, and marijuana. If it is found that a tenant has violated the no smoking policy, the security deposit will be forfeited and the eviction process will be started immediately. The tenant will be responsible for any additional expense smoke remediation.

Quiet Time:

Management asks that all tenants respect the privacy of others and observe quiet time between the hours of 11 pm and 8 am. All tenants have the right to quiet enjoyment of their residence so this rule is strictly enforced.

Respect the Neighbors:

Please do not congregate, lounge, play, sit or obstruct any entrances, stairs or porches. In addition, please refrain from consuming alcoholic beverages from your front porch or yard area.

Smoke Detectors:

All units are required to have working smoke detectors. Please check the detectors monthly and change the batteries at least twice a year. This is a major safety issue and the burden is on the tenant to monitor and keep smoke detectors in working order throughout the duration of the lease. Many tenants remove smoke alarms if they chirp or go off during cooking. Please do not do this, as it is well known that smoke alarms save lives.

Move-Out Requirements, Expectations, and Security Deposits

Tenants are required to submit or be given a 30-day notice to move-out prior to the end of the month. The Field Tech will meet the tenant on the day after the tenant moves out. All properties are turned over in a professionally cleaned and well-maintained order. The tenant is expected to return the property in a like manner, minus any normal wear and tear. In order for the Field Tech to start the move out review, all utilities must be active and all the tenant's personal property removed from the unit. Tenants must ensure all light bulbs are working, all filters changed, all keys, remotes, and amenities keys are ready and available to be turned over. The property must be cleaned to a professional level including behind all appliances, dusting ceiling fans, all drawers, doors, walls, baseboards, bathrooms, cabinets, windows and switches. The landscaping must be trimmed, neat, and free of debris. All carpets must be professionally cleaned and a receipt provided to the property management company. Any damage, cleaning, unpaid utilities, fines, fees, and/or repairs will be deducted from the security deposit. A

statement will be sent within 30 days from the move-out date and a refund will be issued or an invoice sent, if necessary. Tenant(s) will be charged a \$99 move out fee. If the tenant delays the move-out, utilities are not activated or the tenant is not fully prepared, an additional service fee will be assessed for a return trip by the Field Tech when the property is completely ready for the move out review.

CHECKLIST PROVIDED BELOW: [checklist document](#)

1. _____ Call 14 days prior to your move-out to schedule your inspection.
2. _____ Clean property to a professional level.
3. _____ Wipe out all kitchen and bathroom drawers and shelves.
4. _____ Pull out the washer, dryer, fridge, stove and clean the side and behind.
5. _____ Clean all window sills, blinds, and windows on the interior.
6. _____ Clean all all grease from the vents, hood, cabinets, and backsplash.
7. _____ Clean all appliances inside and out including fridge coil and dryer vent.
8. _____ Clean all walls, doors, baseboards, and light switches.
9. _____ Dust all ceiling fans, cabinets, and closet shelves.
10. _____ Clean and sanitize all bathrooms.
11. _____ Remove all nails and screws from walls, patch and paint.
12. _____ Have carpets, tile, and flooring professionally cleaned.
13. _____ Ensure all light bulbs are working and match appropriately.
14. _____ Install new batteries in smoke detectors and/or carbon detectors.
15. _____ Perform any routine maintenance (HVAC & Fridge Filter Replacement)
16. _____ Repair or replace any broken or missing items.
17. _____ Sweep out the garage and remove any personal items.
18. _____ Remove any excess furniture and lawn equipment.
19. _____ Ensure landscaping is free of weeds/debris, trimmed neatly (include palm trees)
20. _____ Inform property manager of any damage or issues inside the rental unit.
21. _____ Provide proof all utilities are paid in full and disconnection date set.

Pets, Emotional Support Animals, Service Animals:

Pets are not allowed without the written consent and approval from the Landlord. If a pet is approved, an additional deposit of \$250/pet along with \$25/month pet rent/pet will be charged to the tenant. Any damage to the property will be deducted from the security deposit. Pet waste will need to be picked up on a regular basis. Any fines, fees, or licensing of the pet is the tenant's responsibility. Puppies and kittens are not recommended.

Tenants with emotional support animals or service animals are required to fill out a pet policy waiver and obtain a letter from their health care professional stating that the dog is necessary for the tenant's condition/wellbeing.

Tenants are solely responsible for any damage and liability created by the animal(s). Tenants are also responsible for any city/county registration and ordinance.

Insurance for Tenant (Renters Insurance):

Renters insurance is very important and is something that every tenant must purchase. Owner's insurance will cover the main structure itself but will not cover ANY of the tenant's contents or personal property (clothes, television, stereo, etc.). It is possible that the property becomes uninhabitable due to unforeseeable problems. Ensure the insurance policy will also cover the cost of room and board if the property becomes uninhabitable for a short period of time.

Renter's Insurance Sources:

Assurant:

<https://www.assurant.com/>

Allstate:

<https://www.allstate.com/renters-insurance.aspx>

American Family Insurance:

https://www.amfam.com/Quote/renters?sourceid=k_EAIaIQobChMIo43Dl-7l5QIVVh-tBh3i_woQEAAAYBCAAEgLPuvD_BwE_k_&gclid=EAIaIQobChMIo43Dl-7l5QIVVh-tBh3i_woQEAAAYBCAAEgLPuvD_BwE

Geico:

<https://www.geico.com/renters-insurance/>

Liberty Mutual:

https://www.libertymutual.com/multi-online-quotes?selectedOpt=renters&cid=ppc&cmpgncde=292&keyCode=ISPMRoGo&src=im-dpds-prt-ggl16012239666&gclsrc=aw.ds&&ksid=k_EAIaIQobChMIo43Dl-7l5QIVVh-tBh3i_woQEAAAYAiAAEgLATvD_BwE_k_&k_clickid=k_EAIaIQobChMIo43Dl-7l5QIVVh-tBh3i_woQEAAAYAiAAEgLATvD_BwE_k_&ksprof_id=412&ksaffcode=16681&ksdevice=c&gclid=EAIaIQobChMIo43Dl-7l5QIVVh-tBh3i_woQEAAAYAiAAEgLATvD_BwE

Nationwide:

<https://www.nationwide.com/personal/insurance/renters/>

Statefarm:

<https://www.statefarm.com/insurance/home-and-property/renters>

The above companies are just a few examples of companies that offer insurance policies. Tenant's are encouraged to seek out any company with policies that fit the tenant's needs of coverage.

Wear and Tear Disclosure

This disclosure is a guide to understanding what normal wear and tear is vs. actual damage. These are merely examples and not a full list of what can be considered wear and tear or damage. It is highly recommended that you thoroughly fill out the walk-thru inspection form supplied to you at the signing of your lease and note all defects of the current property condition upon move-in. You will be required to give 30 day written notice before vacating the property. Upon move out, the tenant will also be required to refresh all light bulbs as needed, have the carpets professionally cleaned, (receipt required) and the property cleaned thoroughly to rent ready condition. Please provide the office with your forwarding information so we can send a security deposit refund check and/or receipts.

Carpet and Flooring

Furniture marks in carpet or carpet seam unglued.

Minor scuffs on wood floors.

Linoleum worn thin.

Damage

Rust, Oil, ground in, or animal stains or odors (Even when pet was approved) on carpet. Tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.

Deeply scratched or gouged wood floors. Pet scratches on molding, doors or floors. Water damage to molding, baseboards or floors.

Tears, holes, or burns in linoleum flooring.

Walls and Paint

Stains on ceiling from leaking roof or plumbing.

Plaster cracks from settling.

Faded, peeling, yellowing or cracked paint.

Loose Wallpaper from steam or age.

Damage

Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.

Gouges or holes in walls from accidents, moving, or children/adults.

Crayon , drawing, or unauthorized paint jobs.

Unauthorized wallpaper or boarders, torn or marked wallpaper.

Doors

Warped doors, worn hinges or locks.

Closet doors off track.

Hard to turn locks, sticky tumblers.

Damage

Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.

Gouges or holes in walls from accidents, moving, or children/adults.

Crayon , drawing, or unauthorized paint jobs.

Unauthorized wallpaper or boarders, torn or marked wallpaper.

Doors with broken glass, holes, or forced entry including door frames.

Damaged/missing doors, and/or bent tracks and missing closet guides.

Unauthorized lock change, broken keys in locks, lost keys, garage door openers.
(Including HOA community key)

Pipes, fixtures, and plumbing

Pipes broken other than tenant negligence, Central drain clogs other than improper disposal of items, lines clogged by roots or deterioration.

Worn out motor on garbage disposal.

Inoperable, loose or cracked faucet handle/spout.

Wobbling or running toilets.

Aged fixtures or faded finish.

Faded reflected surface on mirror.

Loose grout between tiles.

Sun faded or heat blistered blinds.

Sticky windows.

Wobbly ceiling fan.

Damage

Drains clogged by misuse of sink or toilet by disposal of feminine products, toilet paper, diapers, or trash. Improper winter care.

Clogged lines from potato skins, excessive food. Motor burned out from misuse. Rocks or metal in garbage disposal.

Broken or missing faucet handle/spout.

Broken/missing seat, cracked/broken tank or lid, missing bolt covers.

Soap scum build up/grime on tub, toilet or sink. Broken/chipped tile, tub or sink.

Broken, cracked, or missing mirror, excessive grime build up on mirror.

Stained, painted or missing grout. Mildew built up.

Bent, broken, or missing slats.

Broken Window, broken or missing locks, torn or missing screens.

Broken or missing blades, globes, chains, unauthorized installation.

Appliances, Cabinets, Countertops

Worn out refrigerator gasket.

Worn out igniters at stove worn out coils.

Microwave malfunction other than tenant negligence.

Worn or aged countertops.

Worn out hinges. Loose doors

Damage

Excessive dirt behind and under fridge, clogged vents from lack of cleaning/maintaining. Broken shelves or drawers.

Excessively greasy/dirty stove or burner. Gouges, scrapes or dents. Broken hinges at the oven door.

Burnt out lights, broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table.

Broken, chipped or missing tiles, cuts, gouges, scratches, and/or burns.

Broken doors or hinges, cuts, scratches, water damage, and/or missing screws.

Garage, exterior, and landscaping

Worn/aged garage motor, broken springs.

Grease stains on parking spot or driveway.

Garden hose left behind.

Mailbox rusty, lock worn.

Sparse landscaping due to drought watering restrictions.

Damage

Denting, scratches, tenant negligence, misuse. Broken/missing remotes.

Caked grease on parking spots, leaking oil, excessive dripping.

Trash, swings, tires, supplies, furniture, lawn furniture left behind.

Failure to return keys, gate remotes/keycards, transponders.

Overgrown or dead landscaping, holes, unauthorized landscaping, dog or animal feces.

Regular Maintenance and Cleaning

Regular maintenance and cleaning are expected of all our properties along with changing air filters on a monthly basis. If air filters for HVAC returns are not replaced on a regular basis, the tenant could be charged for a cleaning of the HVAC system and vents. Report all maintenance issues as soon as they become known to avoid being charged for additional damage.

Walk-Thru Reviews

A thorough walk-thru is completed by a representative of the company before/after each tenancy and a picture catalog of the property is kept. In addition, all properties are physically reviewed every 6 months with 48 hours notice. If an appointment is missed or rescheduled without giving 24hours notice, an additional charge of \$99 will be due with and as rent. Ensure that you add any additional findings to the move-in report. This will aid with any disputes as to the condition of the property once the property is vacated.