



EXIT Realty Number One

Tenant Handbook

316 South Jones Blvd, Las Vegas, NV 89107

Office: 702-949-2409 Fax: 702-522-1490

www.exitrealtynumberone.com

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WELCOME

Congratulations on your new home and thank you for choosing EXIT Realty Number One (ERNO) Property Management as your property Management Company. We want to make your association with our firm a pleasant experience. Our hope is that this Tenant Handbook will help to establish a professional relationship between the two of us. We are also a full-service real estate brokerage. If you wish to purchase the home you have rented, we will be glad to speak with the owner of the property on your behalf. As Professional Property Managers, we have obligations to both you, as the resident and to the owner of the home. This handbook, WHICH IS PART OF YOUR LEASE, outlines your responsibilities to us and to the home. Please read it carefully. Please keep this handbook in a handy spot and refer to it with any questions you may have. Of course, we are available to answer your questions and to provide quality service.

Company Mission Statement

The mission of EXIT Realty Number One is to provide quality service in property management in Las Vegas, and the surrounding areas, demonstrating integrity and professionalism. We strive to be Las Vegas's Premier Property Management Company.

Office Information

EXIT Realty Number One

316 South Jones Blvd.

Las Vegas, NV 89107

Office: 702-949-2409 Fax: 702-522-1490

Office Hours: Monday – Friday, 9:00am to 5:00pm

After hours only:

DeEtte Jensen: 702-308-4035 Bev Prock: 702-460-6889

Dawn Houlf: 702-236-6266

www.exitrealtynumberone.com

TENANT RESPONSIBILITIES

You have rented a home. . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Owner and you are expected to care for and maintain the premises accordingly. This tenant handbook is part of your rental lease and is legally binding. Please keep this handbook where you can find it.

Rental Payments

- Rent is due on the first and late thereafter. If there is a problem on the time you get paid, we can discuss to meet your individual circumstances. We have online access for you to pay your rent. We can assist you to set up your account if needed. Also, payments will be accepted in personal check, money order or certified funds and should be made payable to EXIT Realty Number One. We do not accept cash payments for the safety of our office staff. You may mail or deliver your payment to our office address. Please write your address on the memo line of your check to insure proper credit.
- **LATE FEES:** Late fees will begin to accrue beginning at the close of business on the 5th of the month. The late fee is 5% of the monthly rent. Weekends and holidays DO NOT extend the grace period. Any unpaid balance will be charged against your security deposit when you vacate. Continued failure to pay rent on time will result in termination or non-renewal of your tenancy.
- **NSF CHECK FEE-\$100.00.** If your check is returned for Non-sufficient funds, your rent will be considered late, and you will be charged for late fees as outlined above up until the funds are made good.

Tenant Maintenance Responsibilities

- Replace light bulbs.
- Replace heat or air conditioner filters monthly.
- Replace Smoke and carbon monoxide detector batteries once a year.
- Relight gas or furnace pilot lights.
- Routine cleaning should include vacuuming, washing floors, bathrooms, stove top and oven cleaning. Keeping your home clean while living there will make preparing for your move-out inspection easier.

Repairs for Which You Will Be Held Responsible

- Hot water heating elements if caused by empty tank.
- Clogged drains and toilets due to foreign objects. (Hair is a foreign object.)
- Broken or damaged disposals due to excessive or improper food stuffs being placed in them
- Broken water pipes caused by freezing weather when our winter guidelines are not followed.
- Damage or extraordinary wear on floors, walls, ceilings due to smoking or any unusual or unreasonable use.
- Broken or damaged yard sprinklers
- Damage to fences, outside walls, shrubs, trees, plantings, yard.
- Broken glass.
- Damage due to unreported water leaks. Watch for any water on bath and kitchen floors and caulking that needs attention.

Phone Numbers

- provide us with home, work and cell numbers
- if your numbers change, you must provide us with the new numbers

Garbage and Recycling

- You are required to use the proper waste management service.
- Use appropriate containers.
- Set out at appropriate time.
- Do not accumulate trash in and around the home.

Disturbances, Noise and Nuisance

- Tenants should conduct themselves in a way that will not offend or disturb neighbors or passersby. This includes extreme or excessive noise and includes loud or lewd music and vulgar or profane language.
- Above are considered violations of the lease. One written warning will be given. Further violations are cause for termination of lease.

Parking/Vehicles

- Park in designated areas, i.e., garage, carport, driveway or street.
- Parking in yard, sidewalk or over drain fields is not permitted.
- No major vehicle repair allowed
- If your vehicle leaks fluid, place protective pan under vehicle and repair immediately.
- All vehicles on premises must be maintained in running order and have current registration.
- Maximum of TWO vehicles on property without express written consent for additional vehicles.
- Boats, travel trailers and motor homes must be in compliance with Homeowners Rules, Regulations and Covenants for the property.
- Condos and Townhomes frequently have guest parking spaces. These spaces are reserved for the use of guests of all residents and not to be used for tenant vehicles.

Guests

- Guests staying more than 1 week will be considered tenants unless prior written permission is obtained.
- You are responsible for the behavior of your guests.

Emergency Maintenance and Repairs

- An emergency is when danger is present, or property damage has occurred or is about to occur. Please do not abuse the emergency system with other types of calls.
- For a fire emergency, contact 911 FIRST, then call us.

- For a gas leak contact SOUTHWEST GAS at 877-860-6020, then call us.

Pets

- All pets must be registered at www.petscreening.com at the pet owners expense and remain in effect throughout the tenancy.
- No animals of any kind are allowed without written permission in the way of a pet addendum, and an increased security deposit. The additional deposit becomes part of your security deposit and is not limited to your pet damage. The entire deposit is refundable according to terms of the security deposit agreement and pet addendum.
- We accept Rottweiler's, Doberman Pinschers, Pit bulls or Chows on a case-by-case basis. WE DO NOT ALLOW snakes, ferrets or rodents.
- A portion of the deposit may be held for 21 days following your departure to assure there are no fleas.
- Damages caused by pets are the sole responsibility of the tenant. The entire security deposit may be used to repair the damages. Any additional costs will be billed to you including the cost of carpet replacement damaged by pet and urine odors.
- Bringing a pet into the home without approval is grounds for eviction.

Renters Insurance

- Insurance is MUST. Proof of insurance should be provided to ERNO Property Management in case of an emergency.
- Insurance should be kept current while you reside in your rental.
- Neither ERNO Property Management nor the owner of the home is responsible for damage or loss of your personal property.
- Insurance must include liability coverage for damage to the residence of \$300,000.00.

NO Smoking in the Property

- Smoking by the tenant or their guests may be done outdoors only. This also includes no smoking in the garage.

- Smoking in the home will cause you to be charged beyond the security deposit in order to remove the smoke odor and nicotine staining. This may include but is not limited to additional carpet cleaning and deodorizing, professional drape and blind cleaning and washing and painting of walls and ceilings.

Antennas and Satellite Dishes

- Installation of these must have written permission.
- May not be attached to siding or roof.
- Must be removed when you vacate the property.

Combustible Fluids

- May be kept on the premises only in small quantities for lawn mowers and weed eaters.
- Must be kept in approved containers.

Utilities

- Tenant is responsible for all utilities unless otherwise specified in the lease.
- Failure to keep water and sewer bills current may result in termination of the lease and charged to your security deposit.

Illegal or Unauthorized Activities

- Using the residence for illegal activities such as the manufacture or distribution of drugs and/or drug paraphernalia, manufacture or distribution of pornographic material and prostitution are considered grounds for immediate eviction.
- Home operated businesses must be approved in writing by management.
- Day Care operations are not allowed due to homeowner liability issues.
- HOA rules supersede when applied to home operated businesses

Open Burning

- It is strictly prohibited to have open burning of yard waste or any other items on any of our rental properties.
- Portable or already existing fire pits are permitted for cooking purposes only. Portable fire pits may not be placed on grass, decks or close to house. There

must be a protective material (such as bricks) between a portable fire pit and concrete patio.

HVAC

- Change HVAC filters monthly.
- Keep area around furnace clear of all stored items. Furnaces need adequate ventilation to operate.
- Do not store flammable materials in the immediate vicinity of the furnace.
- If it is oil heat and there is a maintenance contract on the furnace, you are required to purchase oil from the company that holds the contract.
- Oil tanks must be kept at a level of no less than 8". You are responsible for repairs that are due to not enough oil or fuel.

Smoke and Carbon Monoxide Detectors

- Smoke detectors and carbon monoxide detectors are in all homes.
- It is tenant responsibility to replace batteries once a year.

Extermination

- Any pest control problems are to be reported within 3 days of move in.
- Future infestations except for carpenter ants and termites shall be your responsibility. This includes rodents and spiders.

Paint, Wallpaper, etc.

- Any changes to the house must be submitted to ERNO Property Management in writing along with samples of colors, drawings, etc.
- Changes **MUST BE APPROVED PRIOR** to any alterations. You will receive written confirmation if approved.
- Any changes/improvements will be inspected after completion.

Lawns and Grounds

- Unless specified that lawn service is provided, you are required to care for the lawn and grounds and keep them in as good a condition as when you moved in.
- Includes, watering, mowing, fertilizing, trimming and weeding.

- Keep shrub growth away from siding, roof and eaves.
- Report to management any tree growth over roof or around fireplace chimney.
- January is the best time for pruning flowering trees, and roses.
- Do not leave hoses connected to the outdoor faucets with the water turned on when not in use.
- Disconnect hoses from spigots for winter months.

Light Bulbs

- At move-in all fixtures will have the proper bulbs in place.
- Tenant is responsible for all bulb changes during occupancy. Do not use higher wattage bulbs than recommended to prevent fires.
- At move-out, all fixtures must have correct number of bulbs with correct wattages. Decorative bulbs must match.

Plumbing/Septic Systems

- Damage or stoppage after 5 days of occupancy will be your responsibility unless it is a mechanical failure.
- Throw nothing into the plumbing system other than what it was designed for.
- If on a septic system carefully follow the listed procedures in your rental paperwork.

Waterbeds and Aquariums

- NO waterbeds are allowed.
- ANY damage caused by aquariums is tenant responsibility.
- Confirm that your renters insurance covers these items.

Hanging Pictures, etc.

- You may hang pictures on the walls. Please do not use molly bolts.
- DO NOT fill holes with spackle or other compound when you vacate.
- DO NOT paint spots where holes or pictures were hanging. This leaves “freckles” on the walls.
- A charge may be assessed for extreme numbers or extra-large holes due to molly bolts or wall anchors.

Broken Doors, Windows and Screens

- These items are generally due to negligence and are the responsibility of the tenant.

Vacations

- Please notify us if you will be gone for an extended period of time so we can drive-by the home during your absence.
- Notify a friend or neighbor of how to reach us in case of an emergency.

Lock Out

- If you are locked out of your home Monday through Friday from 9:00 to 5:00, you may borrow a key from ERNO Property Management. There will be a charge of \$25.00 for any borrowed key not returned within 24 hours.
- If you are locked out at a time that is not during regular office hours, you will be charged \$125.00 for us to open your home.

TENANT TIPS

Maintenance Requests

- Put all maintenance requests in writing through the online portal.
- Be specific about the problem, i.e., model numbers for appliances, which bathroom has the problem, etc.
- You must report all system breakdowns and structural defects.
- All repairs must be authorized by management even if you wish to do the repair yourself.
- Take action yourself: if it is a serious leak stop the water source, if electrical, turn off the breaker involved.
- Call if you are not notified by a repair company within 48 hours of your work request not including weekends and holidays.
- You will be charged for all repairs due to misuse or neglect.
- A charge will be assessed to the tenant for service calls if you fail to keep an appointment, a circuit breaker has tripped, or a power switch is turned off.
- **CALL FOR ALL EMERGENCY REPAIRS.** Items that constitute an emergency are: **HVAC, Hot Water Heater, Fire or Flood.**
- **DO NOT HIRE REPAIR PEOPLE ON YOUR OWN. YOU WILL PAY THE BILL IF YOU DO.**

Circuit Breakers

- A circuit breaker may appear on even if it is off. If you have a partial power outage in the property, check the breakers. Flip completely off, then back on.
- Bathroom or garage and outdoor outlets are probably on a GFCI. If you lose power near a water source it is usually a GFCI. These are usually located at the bathroom outlet or at the breaker box and are usually a red or yellow reset button.

Stoves

- Oven or broiler not working?
- Check the timer-it may need to be turned until it pops out. Make sure it is on Bake and not Timed Bake.
- DO NOT use oven cleaner on self-clean or continuous clean ovens.

Dishwashers

- Use at least once a week to keep seals from drying out.

Garbage Disposals

- Not working? Check for re-set button on the unit. Check circuit breaker.
- Always have water on while running the disposal.
- May be un-jammed by turning blades backwards with wooden spoon or broom handle, only while turned off. (Never use your hands). If this does not work, call for service.
- Do not use for bones, grease, eggshells, onion skins, celery. Do not overload.

Washer/Dryers and hook-ups

- Check hoses and washers when you are installing your units.
- When on vacation, turn the water off to you washer.
- Check wall and floor frequently for evidence of a hidden leak.
- Clean your dryer vent after each use. The dryer vent hose may also get clogged and needs to be checked periodically.

Fireplaces and Woodstoves

- Be safe when burning.
- DO NOT burn cardboard, holiday wrapping, plastic or garbage.
- DO burn properly aged and dry firewood. Using wet or green firewood builds up creosote which will cause chimney fires.
- Most fireplaces have dampers. Ensure the damper is open before starting a fire and close only when the fire is completely out.
- When cleaning out ash, use only non-combustible containers and ensure that the ash is cold.

Move in/Move out Procedures

Moving In

- Inspections.
- An inspection will be completed prior to move-in by the property manager.
- You will have fifteen (15) days after move-in to make any additional notations on the move in inspection report.
- All homes are re-keyed for each new tenant. Two sets of keys are issued at the time of move-in.
- If you need to re-key during your tenancy for any reason, it will be at your expense and copies of new keys must be provided to management.

Moving Out

- Put it in writing.
- Give notice at least 30 days prior to the next rent due date.
- Home will be marketed during the notice period. You will be given 24 hours notice prior to a showing. Showings will generally occur between 9:00 a.m. and 5:00 p.m. Please keep the house and yard neat and clean during marketing. A home that shows well will rent more quickly!
- Keys are to be turned in no later than 5:00 p.m. on the day you gave notice to vacate. If keys are not turned in, your rent will continue to be charged until they are returned.
- Garage door openers are to be left at the house in a kitchen drawer.

Move-out Inspection

- Follow the specific cleaning requirements exactly and thoroughly. There is a housecleaning requirements sheet in this book (Appendix A) and you will be sent another when you give notice to vacate.
- ERNO Property Management will complete the inspection within 2 working days after your move-out.
- Carpets must be professionally cleaned by a company with truck mounted steam equipment.

- We are happy to refer you to companies for house cleaning and carpet cleaning.
- Anyone you hire should be paid by you prior to you leaving the area.
- Cleaning not completed will be completed and charged to your security deposit.
- Damages to the home will be charged to your security deposit.
- Any costs not covered by your security deposit will be billed to you.
- Unpaid costs not paid by you within 30 days, will be sent to collections.
- WE LIKE TO RETURN SECURITY DEPOSITS!!! Life is much simpler that way. Please help us!!

Return of the Security Deposit

- The Security Deposit may NOT be used as the last months rent.
- The Security Deposit will be mailed to you within 30 days after the return of your keys.

Requirements for a full refund.

- Completed lease term and given proper 30-day notice.
- Have left the premises clean and undamaged and per the cleaning requirements.
- Have removed all debris, rubbish and personal property from the premises.
- Paid all charges and rents due.
- Provided a forwarding address.
- PLEASE NOTE: Final water and sewer bills are paid from your security deposit because companies will not send separate billings. If you live within the Las Vegas, North Las Vegas and Henderson city limits, your final garbage bill will also be paid from your security deposit.

Military Clause

- If you are in the military, have a military clause and provide military orders showing transfer outside of the Las Vegas, North Las Vegas and Henderson area, you will be released from your lease.
- You must still give the proper 30 days notice in writing prior to the next rent due date along with a copy of your orders.

Winter Requirements

Winter Requirements

- When temperatures drop to 32 degrees and below, we start having water pipes freeze.
- DO disconnect all hoses from spigots.
- DO leave cabinet doors under sinks open overnight if they are on an outside wall.
- DO leave faucets that are located on an outside wall dripping overnight so they do not freeze.
- DO make arrangements with friends or neighbors or your Property Manager if you are going to be gone during winter months.
- DO leave your heat on even if you will be gone an extended time over the winter months. This should be a minimum of 50-55 degrees.
- If you are on a well and there is a light bulb in the well house, make sure it is working. The small amount of heat generated may keep your pump from freezing.
- NOTE: The cost to repair frozen pipes that break due to failure to follow these guidelines will be billed to you.

Management Responsibilities:

Repairs

- Repairs will be handled as quickly as possible. Safety issues are addressed first. These include things like heat, refrigeration and hot water.
- Unusual, unnecessary requests will need to be approved by property owner prior to us issuing a work order.

Examples of Covered Repairs

- Repairs to heating systems from normal use.
- Replace heating units for hot water tanks from normal use.
- Repair leaking roofs.
- Replace/repair any part of plumbing which fails from normal use.
- Remove broken electrical components.
- Treat for termites/carpenter ants. You must notify us if you notice a problem.

Periodic Inspections

- Routine Inspections are done at 6 months and annually thereafter unless there is indication that more frequent inspections need to be made.
- The reason for these inspections will be to check for plumbing leaks, check the status of smoke detectors and to be aware of any potential hazards and necessary maintenance items. Verification of compliance with all terms and conditions of the lease will also be noted. Advance appointments will be made.

SUMMARY

This Handbook Is for You – In the excitement of moving, we often don't remember all the instructions and requirements of the rental agreement or lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is in the handbook. If you find something you think would be helpful to others, but are not included, please notify your property manager. We are always looking for additional ways to serve you.

Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Las Vegas. We look forward to a pleasant relationship and a happy renting experience.

FAQ

What If I Break My Lease?

- By signing a lease, you agreed to pay the rent and expenses of the home for the full term of the lease.
- If you move before the end of the lease you must pay rent, utilities and yard care for the balance of the term of the lease.
- Your obligation stops when a new tenant takes possession of the home or the lease term ends, whichever comes first.
- You will be required to leave the home clean and undamaged.
- You will be required to pay all advertising costs involved in securing a new tenant.
- Failure to pay all costs associated with breaking your lease will result in collections.
- A check-out inspection will be conducted when you vacate and turn in your keys.
- Because rents are based on long-term occupancy, should you vacate before your lease has elapsed, your entire Security Deposit will be forfeited.