



TENANT HANDBOOK

Welcome to Rabbitbrush Run Apartments. This tenant handbook provides important information about your new home and answers frequently asked questions.

RABBITBRUSH RUN APARTMENTS STAFF:

PROPERTY MANAGER: Gena Sirkel

MAINTENANCE SUPERVISOR: Mike Foster

Phone: 775-777-7700

Email: info@rabbitbrushrun.com

Emergency Maintenance

The after-hours emergency maintenance number is 775-777-7700. Please leave a message after hours only if you are experiencing a maintenance emergency, and a staff member will call you back promptly. Nonemergency voicemails left after normal business hours will not be returned at any time. Maintenance emergencies consist of any hazardous situation, including, but not limited to, fire, water (i.e., pipes breaking/leaking), or electrical hazards.

Utility/Service	Company	Phone Number
Electric	NV Energy	800-962-0399
Gas	Southwest Gas	877-860-6020

PAYING RENT

Acceptable Forms of Payment

- Personal check
- Money order
- Cashier's check
- Cash (KLO Global, LLC, is not responsible for cash payments in the drop box or mail).

Please make checks/money orders payable to KLO Global, LLC. Please put your name and unit number on your check/money order. KLO Global, LLC, is not responsible for cash or incomplete money orders left on the premises.

Delivery Methods

- Office during normal business hours Monday through Friday 8:00 a.m. to 4:00 p.m.
- Drop box at any time.
- Mail to KLO Global, LLC, PO Box 2825, Elko, NV 89803.

MAINTENANCE

If a maintenance issue should arise, you may call Management or use the maintenance request form via the tenant portal. When calling or filling out the online service request form be sure to provide the following:

- Specific location of issue (i.e., master bathroom, kitchen, etc.) and detailed description of issue.
- Permission to enter your apartment. Please submit a time when you will be available to let a vendor or repair person into the apartment.

LOCKED YOURSELF OUT?

During regular business hours you may get a spare key from the Management office. Spare keys that are loaned out must be returned within 72 hours or a replacement fee will be assessed.

POWER, FURNACE & HOT WATER HEATER OUTAGES

Please report area power outages to NV Energy (see Emergency Contacts for phone numbers). If the power is out only in your apartment, check the circuit breaker box (located in the laundry room). One or more circuits may be tripped and you may see the switches in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If your power is still out after doing this, please call NV Energy. If your furnace, A/C, or water heater is not working, please call the Management office to have it repaired.

DRAINS

Clogged drains are the tenant's responsibility. We recommend purchasing a heavy-duty force cup plunger if you do not already own one. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

GARBAGE DISPOSALS

Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Disposals are designed to grind up **organic items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough.

REFRIGERATOR COILS / DRIP PANS

Keep coils on refrigerators free of dust. **Failure to keep coils clean may cause the appliance motor to burn out**. The replacement of a burned out motor due to dirty coils may be the tenant's responsibility.

WATER DAMAGE

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Water can seep around the edges of the vinyl and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower.

BLINDS

When cleaning blinds, spray with a mild soap & water solution and wipe them.

SMOKE DETECTORS

Tenants are responsible for keeping fresh batteries in smoke detectors.

VINYL FLOORS

Use a soft cloth to avoid scratching the surface. We recommend cleaning your vinyl floors with a cleaner specifically made for vinyl flooring. Do not drench the vinyl flooring when cleaning as this will destroy the glue bond and cause the flooring to bubble or curl. Use "protective feet" on appliances and furniture as the sheer weight of some items will dent the flooring - these floor protectors can be found at local hardware stores. Be especially careful when moving furniture or large items, as it can cause a rip/tear in the vinyl flooring. Any damages caused by not following these recommendations will be the financial responsibility of the tenant.

GRANITE COUNTERTOPS

Please use granite-safe cleaners on the countertops.

MOVE OUT INSTRUCTIONS

You may request a walkthrough within the two weeks prior to your move out date. The purpose of the walkthrough is to give you a list of proposed and potential repairs and cleaning issues that may be deducted from your security deposit. You are expected to return 2 keys and 2 parking tags on the date you state in your 30-day written notice to vacate. If a forwarding address was not provided in your notice to vacate, please provide one on the day you move out.

CLEANING INSTRUCTIONS UPON MOVE OUT

Entryway:

1. Air intake must be clean and free of dirt and oil residue.

Kitchen:

1. Clean inside and outside of the refrigerator, shelves, and freezer. Unplug and pull the refrigerator out away from the wall with doors open. Clean underneath and behind refrigerator. After cleaning, plug in the refrigerator and leave it running.
2. Clean cupboards and drawers inside and out.
3. Clean the range top thoroughly. Wipe down front and sides of range. Range and Exhaust fan must be clean and grease free.
4. Scour sinks and remove all stains. Disposal should be clean and in working order.
5. Sweep and mop kitchen floor.
6. Dishwasher must be clean, including food trap, and in good working order.
7. Microwave should be wiped down and must be clean. It must be left in good working condition.
8. Counters should be clean and undamaged.
9. Pantry needs to be clean and all shelves wiped down and stains removed.

Bathrooms:

1. Toilet bowl must be scoured and cleaned with a disinfectant. The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected. Toilet seat should be detached and all connections cleaned, and then reattached.
2. Bathtub must be scoured to remove any rings or stains. Top and sides of the tub enclosure must be clean and free of stains.
3. Sink must be scoured and faucet polished. Counter should be clean, and mirror should be clean.
4. Cabinets and drawers must be clean inside and out.
5. Towel rods should be clean and streak free.

Laundry Room:

1. Cupboards should be clean inside and out.
2. The washer drain cubicle should be clean.

Storage Area & Patio:

1. Patio must be clean and swept. Any stains on the concrete should be removed.
2. Storage area must be empty and clean.
3. Railing must be cleaned and free of grease buildup.
4. Stucco should be stain free.

Throughout:

1. Light fixtures must be clean and free of dust, and all light bulbs must be working.
2. All walls, blinds, baseboards, windows (tracks included), windowsills, doors, and light switches need to be clean and free of dirt and fingerprints or other marks.
3. All vinyl floors need to be swept and mopped.
4. All closets need to be clean and all shelves wiped down, with all closet rods in good condition.
5. All 3-M Command strips or other hole-free attachment devices should be removed.

Carpeted Apartments:

Carpet must be professionally cleaned upon move-out. You may choose to pay a professional carpet cleaner yourself. If this is the case, please provide the receipt to the management office when you turn in your keys and parking tags. If you choose not to have the carpets cleaned yourself, management will deduct the cost from your security deposit to have this done by a professional carpet cleaner after you move out.

What is Ordinary Wear?

Typical definition of ordinary wear is "that deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests."