



**Property
Management** INC.

ASSOCIATION • RESIDENTIAL • COMMERCIAL • SHORT TERM



OWNER'S MANUAL



Table of Contents

Welcome	3
Our Company	4
General Office Information.....	4
Communication.....	5
Owner Responsibilities	6
The Scope of Property Management	6
Company Policies.....	7
Property Insurance	8
Answers Regarding Funds.....	9
Renting Your Property	10
Advertising/Marketing	10
Processing Tenant Applications.....	11
The Tenant Move In.....	12
Working with Your Tenants.....	13
Maintenance.....	14
When the Tenant Vacates	15
Wear and Tear vs. Damages	16
Additional Services	18
Cancellation of Management	20
Conclusion.....	20

Welcome

Thank you for choosing PMI Reno to manage your investment. We are aware that you have many choices and we appreciate that you have selected us as your property management company.

PMI Reno works hard to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared this manual to assist you in a successful business relationship with our company. We urge you to take the time to review the enclosed information. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, please contact your property manager immediately, using the company contact information provided in the following pages.

Special note: the information provided in the PMI Reno Owner Manual is subject to change. Landlord/Tenant laws, team members, policies, and procedures change according to events that take place. PMI Reno works diligently and continually to improve services and team member training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing PMI Reno as your property management company. We look forward to a successful business relationship.

Making
Property Management
ManageableSM

Our Company

PMI RENO Mission Statement

PMI Reno's mission is to make property management manageable for our clients; to provide quality service in property management, demonstrating integrity and professionalism; to provide the maximum return to the client; and to preserve the client's assets for long term profitability. We strive to provide a comfortable and safe home or place of business for our tenants.

PMI RENO Team

PMI Reno is a real estate company operating in Northern Nevada, specializing in full-service property management. The company has been operating since 2015 and is actively involved in the community.

PMI Reno works as a team to facilitate the efficient management of your asset. The members of our team all have an important role to play in this effort.

- **Manager:** PMI Reno has assigned a manager to your portfolio. They focus on showing your property, processing applications, renting, managing all the many facets of tenancy and handling the details with the tenant.
- **Office:** The PMI Reno office team helps handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your property manager.
- **Sales:** PMI Reno can also assist you with Real Estate sales, buying or selling. Your Property Manager is an experienced and licensed Real Estate agent.

Position	Name	Phone	Email
Broker/ Property Manager/Sales	Robert Hughes	Direct Line: 775-657-5476	robert@pmireno.com
Property Manager/Sales	Lisa Pilling	Direct Line: 775-657-5469	lisap@pmireno.com
Accounting/CFO	Carla Hughes	Direct Line: 775-393-9603	carla@pmireno.com
Property Manager/Sales	Donna Harkins	Direct Line: 775-657-5482	dannah@pmireno.com
Property Manager/Sales	Jim Reynolds	Direct Line: 775-622-5321	jimr@pmireno.com
Property Manager/Sales	Gina Whittaker	Direct Line: 775-200-1255	ginaw@pmireno.com
Property Manager/ Office Manager	Rhonda Starks	Direct Line: 775-657-5478	rhondas@pmireno.com
Administrative Assistant	Joy Hern	Direct Line: 775-451-1654	joyh@pmireno.com

General Office Information

Office Hours: Monday – Friday 9:00am to 5:00pm, Saturday by appointment only

Office Address: 63 Keystone Ave. Ste. 104, Reno, Nevada 89503

Telephone: 775-393-9603

Website: www.pmireno.com

Emergency: 775-393-9603 Press 9 to reach the emergency contact.

Communication

Communication is key to the success in any relationship and the relationship with our owners is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyers, sellers, and the public.

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. PMI Reno needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. Please use the owner portal or email to notify us of any changes.

Email

PMI Reno encourages all owners to use email to contact us. It is fast and effective. Please ensure that we have your current and preferred email address. This is a great communication tool.



Special Note: When using email, we request that you put the property address in the subject line. This helps us identify the importance of your message and avoids oversights or deletions of messages.

Owner Portal

PMI Reno offers a portal for your convenience. Below are some of the great benefits of this individualized portal.

- Ability to view a real time picture of your account balance
- Current bills and invoices available to view
- Owners statements along with Owner and Tenant documents available at all times
- Ability to update contact information and bank account information as well as make online contributions as needed
- Ability to review and approve maintenance requests
- Opportunity to communicate with your property manager directly through the portal

You should get an email to set up your portal when your property is entered in our system. The links in the email expire within 48 hours. If you did not receive an email invitation or if your link has expired, please call the office to have your password reset so you can take advantage of the opportunities available in your portal.

Phone / Text

In addition to email and your portal, your property manager is also available by phone or text during business hours and in case of emergency.

Owner Vacation Notice

PMI Reno respectfully requests that owners notify us of travel or situations where we will have no ability to contact you and that are away two weeks or longer. The purpose in asking for this information is only so PMI Reno is prepared in the event of an emergency repair or major problem concerning your property and/or tenant.

Owner Responsibilities

A successful business relationship works both ways. PMI RENO takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify PMI Reno of any ownership change or eminent change for the managed property.
- Supply PMI Reno with accurate information so we can service your portfolio properly.
- Review statements monthly and notify PMI Reno of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and immediately notify PMI Reno if there are problems.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for your property. PMI Reno must be added as an additional insured.
- Review your property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of your tenants.
- Treat the PMI Reno team with courtesy and notify management if there are problems with PMI Reno team members so they can be resolved quickly
- Ensure that the address the HOA has for notices is correct and that the owner forwards all notices and violations to PMI Reno and their property manager in a timely manner to avoid fines. (Owner has to option to sign up for HOA Service with PMI Reno for an additional fee of \$5.95 per month)

The Scope of Property Management

What is Included in PMI Reno Property Management Services?

We want you to know what PMI Reno does for you as your property management company. Therefore, PMI RENO has outlined details on our policies and procedures. There are so many details and aspects of managing a property, that we can only include the basics in this manual. If you have more questions, contact your property manager.

What is Not Included in PMI Reno Property Management Services?

Some tasks go beyond the normal scope of the property management agreement or require additional fees/services. We ask that you remember this when making a request, and review a paragraph that was included in your Management Agreement:

***5.13** 5.Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings. If Owner requests manager to perform anything that is outside of the duties of the manager in this agreement, there will be a charge of \$75 per hour (minimum of one hour billed). If the request is for a duty that is outside the manager's license, the manager will not perform the request.*

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

Company Policies

It is very important in the field of Property Management, that PMI RENO follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers (NARPM), and the National Association of Realtors (NAR®). Additionally, we train all personnel by requiring them to read and follow the PMI RENO Property Management Policy and Procedures Manuals.

Department of Real Estate Requirements

The Nevada Real Estate Division requires licensing for all persons conducting Property Management and Real Estate Sales in our state. PMI RENO requires all team members that are Brokers, Property Managers, and Real Estate Agents to have a Nevada Real Estate license and Property Management Permit.

Code of Ethics

PMI RENO follows the Code of Ethics outlined by both NARPM, NAR®, and IREM. PMI RENO considers this a top priority in conducting business and it is required of all PMI RENO team members.

Drug-Free Policy

PMI RENO has a drug-free policy for all team members, vendors, and tenants. PMI RENO incorporates this policy into our rental/lease agreements, tenant, team member, and vendor documentation.



Legislation

PMI RENO adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and Acts PMI RENO follows:

- Fair Housing (HUD) - PMI RENO supports and follows Fair Housing laws and guidelines
- Equal Opportunity - PMI RENO is an Equal Opportunity employer
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- FTC – Fair Trade Commission
- EPA – Environment Protection Agency

Lead-Based Paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. PMI RENO follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and PMI RENO provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*.



Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Mold

PMI RENO regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and PMI RENO takes action if a tenant reports mold. PMI RENO notifies owners as soon as practical of any mold issues so PMI RENO and/or the property owner can take the proper steps.

Property Insurance

PMI Reno requires all property owners to have and maintain insurance on their property. It is also required that PMI Reno be named on the policy. This is not a cost to you. You will need to give the following information to your insurance company.

PMI Reno
63 Keystone Ave. Ste. 104
Reno, Nevada 89503

Answers Regarding Funds

When you entered into a management agreement, PMI Reno established an account for you and your property. We recognize the importance of accurately collecting and disbursing funds. The bookkeeping program used by PMI Reno is specialized software designed to handle the many facets of property management and accurate record keeping and complies with the requirements of the Nevada Real Estate Division.

Banking

PMI Reno holds your account in a trust fund as mandated by the state of Nevada. This account **does not** earn interest under Nevada Real Estate Division requirements. PMI Reno accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following the Nevada Real Estate Division requirements.



Monthly statements

PMI Reno will publish monthly statements to your owner's portal. Printed statements are mailed only upon request and will be associated with an additional fee. If you have difficulty reading your monthly statement, please contact us. We are happy to assist you and answer your questions.

Disbursement of Monthly Funds

PMI Reno disperses available funds to owners on the agreed upon day of each month. If this day falls on the weekend, funds are initiated on the next business day. PMI Reno does not disburse funds on weekends and holidays or issue owner checks unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that we adhere to this schedule to ensure servicing every owner's account.

PMI RENO distributes owner funds in two ways:

- ACH direct deposit (**Preferred Method**) – directly disbursed into an owner's bank account
- Check sent by mail to the owner (there is a fee associated with this method of payment)

Year End Procedures

At the end of each year, PMI Reno is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is mandatory that you supply PMI Reno with the necessary Social Security/Tax ID information so the 1099 is accurate. We will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us immediately.

PMI Reno also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the PMI Reno trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account. The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. PMI Reno does not issue statements to the owner's tax preparers.

Renting Your Property

Preparing to Rent the Property

When prospective tenants view your vacancy, PMI Reno wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey is completed. Your property manager will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the Rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are “for rent” in the same area, it can make it easier to rent the property. Markets change and PMI Reno advises owners on the current rental market.

Choosing a Tenant

Quality tenants are an important aspect of property management. PMI Reno, or any other property management company, may rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the “right tenant” can be worth the additional time it may take to rent the property.

How Long Will the Property be Vacant?

This is the most commonly asked question PMI Reno receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions.

The condition of the property, competitive rent, and finding a quality tenant all have a part in determining how long the property will be vacant.

Advertising/Marketing

Internet / Website

We have found that the Internet and the PMI Reno website, www.pmireno.com, receives tremendous exposure, as well as our listings at Zillow, Hot Pads, Trulia, Apartments.com, etc., and many other rental websites. We take full advantage of this medium to reduce advertising costs and gain more exposure for your property.

Signage

PMI Reno may display a “For Rent” sign prominently at your property. Signs promote calls. The caller can schedule a showing by phone or on our website.

Showings and Applications

The PMI Reno property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our online scheduling system, and by contacting the PMI Reno office directly. When prospective tenants see the property, the management team answers questions and provides rental information. Applications are done online at the PMI Reno website, or prospective applicants that don't have computer access may come into the PMI Reno office to complete their application online.



Processing Tenant Applications

Tenant Screening

Thorough screening is crucial to successful Property Management. PMI Reno requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.



All applicants must submit verifiable information of their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, a pet screening is required.

Guarantors

The PMI Reno policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant accepting a guarantor for a property. If this is the case, the guarantor will be screened in the same detailed manner as the tenant applicant.

Pets

If an owner authorizes a pet, PMI Reno will screen the pet through petscreening.com. We also charge a pet deposit for each authorized pet.

Many tenants have or want pets. It is legal for property owners to discriminate against pets, and you may wish to do so. However, whether you have or have not decided to allow a pet in your property, the PMI Reno application has a place for prospective tenants to list the number of pets. It is important NOT to discourage full disclosure on pets while taking an application. If you do allow a pet, PMI Reno does not place inappropriate pets in a property.



PMI Reno recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicants to disclose any pets. Then, based on the owner preference on pets, PMI Reno can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service Animals

Special note: “Service/Support animals” for persons with a documented need for a service/support animal are NOT pets by Federal law, and owners cannot discriminate against disabled persons with a service/support animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, based on the criteria.



The Tenant Move In

Rent and Security Deposits

PMI Reno does not accept personal checks prior to renting the property – we require that all funds are paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay the first month's rent, and a security deposit, in certified funds.

Rental / Lease Agreements

Once PMI Reno receives funds, a thorough rental/lease agreement with the applicant is completed with all necessary addendums.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter for signing the rental/lease agreements.



Walk-Through

A vital part of the rental agreement is a detailed walk-through documenting the condition of the property at move in. Unless extenuating circumstances prevail, the PMI Reno team completes the walk-through before the tenant takes possession of the property.

The walk-through documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. PMI Reno also documents the move in with digital photos.

Tenant Handbook

Tenants immediately receive the "*PMI Reno Tenant Handbook*." This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant Education and Preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the "*PMI Reno Tenant Handbook*." PMI Reno wants both owners and tenants well informed.

Working with Your Tenants

Collecting Rent

Rents are due on the agreed upon day of the month and late if not received in the PMI Reno office by five days after the due date each month.

PMI Reno recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If rent is received prior to issuing owner funds, PMI Reno does not contact the owner unless the management team determines there is an ongoing rent issue.



Notice to Pay or Quit

If rent is not received by the due date, PMI Reno prepares and delivers a timely notice to pay or quit, as the law allows. PMI Reno makes every effort to mail and post notices properly should legal action be required. If it is determined that the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, PMI Reno contacts the property owner and works out a plan of action.

Other Notices

There are other notices that may be involved with tenants. PMI Reno serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, PMI Reno contacts the owner with the information to discuss the situation.

Tenant Problems

PMI Reno has years of experience handling the myriad of tenant difficulties that can occur. The PMI Reno policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. PMI Reno treats each problem with a common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, PMI Reno contacts the owner and works to find a solution for the problem.

Our company policy is to take a “what if” approach. PMI Reno documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what PMI Reno recognizes and works to prevent legal issues from arising.

Legal Action

Although we work diligently to avoid the necessity of beginning an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, PMI Reno will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.



Maintenance

Preventative Maintenance

The best approach to maintenance is “preventative maintenance,” and this is the PMI Reno policy.

PMI Reno starts with educating the tenant by:

- Completing a detailed Rental Agreement,
- Completing a walk-through documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “*PMI Reno Tenant Handbook*,” which provides additional instructions on the care of the property and how to report maintenance



We want the tenant to know from the beginning of their tenancy that the expectations are to “care for the property.” This approach can prevent costly maintenance.

We use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money. Many small repair items can prevent maintenance that is more expensive in the future. This is why, in our tenant instructions, we require tenants to report maintenance.

The PMI Reno management team contacts the owner regarding maintenance above the amount minimum that is listed in the PMI Reno Management contract, unless the situation is an emergency.

Emergencies/Disaster

When an emergency and/or disaster strikes, PMI Reno has policies in place for the property and tenants. PMI Reno notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by PMI Reno.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

When the Tenant Vacates

Notice to Vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when PMI Reno moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, move in inspection, walk-through, and *PMI Reno Tenant Handbook*. All of these documents give instructions to the tenant on how to move out.

Communication with Owners and Tenants

PMI Reno notifies the owner, giving details on how they will proceed with the tenant and re-renting the property. PMI Reno places the property on the market to re-rent unless the owner notifies us to take other measures.

PMI Reno also responds to the tenant notice to vacate, detailing the steps to complete a successful move. Rent is required until the end of the notice period unless otherwise stated in the rental/lease agreement.

Tenant Move Out

PMI Reno conducts a walk-through similar to the one performed when the tenant moved in to the property. PMI Reno records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit.



After assessment of the tenant move out, PMI Reno advises owners of any tenant damages or any maintenance required to re-rent the property.

Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws.

Collections

If collecting damages is required, PMI Reno may refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. PMI Reno management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. We will supply consumer collection companies with the necessary documentation needed.

Wear and Tear vs. Damages

Security deposits can be used to repair damage for which a resident is responsible. However, the landlord cannot apply the security deposit to normal wear and tear. The question is: What's the difference?

The legal definition of normal wear and tear as stated in NRS 118A.110. Normal wear means that deterioration which occurs without negligence, carelessness or abuse of the premises, equipment or chattels by the tenant, a member of the tenant's household or other person on the premises with the tenant's consent.

Normal wear and tear means that deterioration which occurs, based upon the use for which the rental unit is intended, without negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or members of his household, or their invitees or guests.

Damage can therefore be defined as deterioration which occurs due to negligence, carelessness, accident, or abuse of the premises or equipment or chattels by the tenant or member of his household, or their invitees or guests.

Notice that normal wear and tear does not include dirt excessive dirt is considered negligence, carelessness, accident, or abuse.

The following incomplete list of examples are intended as a guide to reasonable interpretation of the differences between expected wear and tear from normal residential use and irresponsible, intentional, or unintentional actions that cause damage to a landlord's property.

Courts have also ruled that the length of time a tenant has occupied a property must also be taken into consideration when accessing damages in relation to deductions to a tenant's security deposit. The longer a resident has resided in a property, the more allowance must be given for wear and tear over damage.

Wear and Tear	Damages
Small nail holes caused by a 6-penny nail or smaller. A 6-penny nail is 2 inches long and is used for hanging picture frames and other items on walls	Large holes from hanging shelving, pictures, screws, wall anchors, flat screen television brackets or any other wall hanging that causes damage larger than a 6-penny nail
Faded paint	Spot painting and patching or touch up painting of any kind
Faded caulking around the bathtub and tiles	Missing caulking around the bathtub and tiles
Hard water deposits.	Buildup of dirt, mold, mildew, or water stains from a preventable or unreported water leak or drip
Worn out keys	Broken, lost or unreturned keys
Loose or stubborn door lock	Broken or missing locks
Loose hinges or handles on doors	Damage from a door from forced entry, or damage from using feet to open doors
Worn carpet traffic patterns	Torn, burned, stained, missing, ripped, scratched, or snagged carpet, pet damage
Faded finish on wood floors	Scratched, gouged, warped or water damaged wood floors
Linoleum worn thin	Linoleum with tears, chips or holes
Worn countertops due to daily use	Burned, cut, stained, scratched or water damaged countertops
Drywall cracks from settling	Holes in walls, doors, screens or windows from misuse, negligence, carelessness, accident, or abuse
Faded, chipped or cracked paint	Unapproved or poor tenant paint job
Loose wallpaper	Ripped or marked-up wallpaper
Worn or heat blistered mini-blinds	Broken, bent, cracked or missing slats, wands or hardware. Broken strings.
Dirty window and door screens	Torn or missing screens
Sticky window	Broken window
Loose or inoperable faucet handle	Broken or missing faucet handle
Running toilet	Broken toilet seat, tank top or chipped or cracked toilet bowl
Musty odor	Urine or pet odor throughout unit
Closet bi-fold door off track	Damaged or missing bi-fold door
Non-functioning smoke or CO detector	Missing or detached smoke detector or CO detector or missing batteries
Dry lawn	Lawn with pet urine spots, dead areas, excessive weeds
Non-functioning light fixture	Missing, burnt out, or incorrect style light bulbs
Slow draining drains	Drains that are clogged by hair, toys, or other non-flushable objects

Additional Services

The following are “additional services” offered by PMI RENO to each property owner. They are not included in the fees for managing and/or leasing the property. These services can be added at any time.

Eviction Protection

PMI Reno will handle the eviction process and cover the legal costs or fees associated with the eviction, up to \$500.

- New tenants with leases signed after the Eviction Protection Plan is in place are immediately covered.
- Existing tenants with leases signed prior to the date that the Eviction Protection Plan is in place are covered after seven months.
- The Program does not cover lost rent, move-out costs, or damage to property.
- The Program does not cover the Owner for the Tenant’s Attorney fees, or court ordered fines, damages, or penalties.
- The Program does cover legal and court fees associated with the eviction process.
- The owner will be billed \$5.95 per month, per unit signed up.
- An addendum will be signed to add this service.

Bill Pay Service

PMI Reno will pay property-related bills for the owner on the owner’s behalf from the rental proceeds.

- The owner will be billed \$5 per month per property signed up, with a maximum of \$50 per month.
- The owner is responsible for arranging the forwarding of invoices to PMI Reno with all vendors to be included in this service. PMI Reno will not be responsible for mis-directed or lost mail, or any associated late fees.
- The owner may be advised to increase the Portfolio Contingency Reserve amount to ensure that funds are available to pay bills in a timely manner.
- An addendum will be signed to add this service.

HOA Service

PMI Reno will manage your HOA relationship for the property. This streamlines the process and protects the value of your property.

- The owner is responsible for notifying the HOA that PMI will be managing the property, and updating the address and contact information to PMI Reno.
- PMI Reno will receive bills and notices from the HOA on the owners behalf.
- When notices, and tenant violations are received directly from the HOA, it allows PMI Reno to resolve issues in a more timely manner.
- PMI Reno will pay the HOA bill for you from rent proceeds.
- The owner will be billed \$5.95 per month per property for this service.
- An addendum will be signed to add this service.

Virtual Tour

To enhance the marketing of your property, you may request a virtual video tour. This is available for a one-time charge of \$50.

Landscape Maintenance Supervision

If the Owner pays for a landscape service and would like PMI Reno to monitor this and work with the vendor to ensure this is done as contracted, this service can be signed up for a fee of 5% of the landscape bills.

Property Inspection

Owners may request additional property inspections in addition to any included in the Management Plan, at the cost of \$99 per inspection.

Additional Services

PMI Reno works hard to provide you full service property management. If there are any additional services requested by the owner that are outside the normal services provided for all our properties, these services are expensed to the owner at \$75 per hour.

Broker Cooperation

When it comes time to sell you property, your selling agent will need us to work with current tenants and provide information on the property. Should you use PMI Reno to sell your property, this service is included in the sales service. However, if you use an outside agent to sell the property, this service is associated with a fee to the owner.



Cancellation of Management

It is the goal of PMI Reno to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties and people give notices. If this happens, the PMI Reno cancellation policy is to resolve your account in a professional, timely, and pleasant manner.



Please review the following policies for cancellation.

Written Notice

- The PMI Reno management contract accepts a 30-day written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The PMI Reno policy is to give cancellation of management in writing.
- If an owner sends a cancellation of management by US mail, PMI Reno must receive the notice within 5 business days of the date of the notice.

Notice to Current Tenants

- PMI Reno will notify current tenants of the date PMI Reno will no longer manage the property and that PMI Reno forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of Documents

- PMI Reno will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the PMI Reno office.

Final Distribution of Funds

- PMI Reno will distribute funds, including security deposits, and final statements to the owner within 10 business days of the termination date of management, as agreed in the management contract
- PMI Reno will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found the *PMI Reno Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information PMI Reno can provide, let us know so we can include it in the future.

Again, we want to thank you for your business and we look forward to a successful management relationship.

*** If you are happy with our service at PMI Reno, please leave us a review online.

*** If at any time now or in the future you are ever un-happy with your service, please contact us so we can resolve any concerns. We are happy to be your property managers and we are here to provide excellent service to you.