



Property Management

PMI RENO

TENANT HANDBOOK



Tenant Handbook

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PMI RENO Welcomes You

PMI Reno welcomes you as a new resident.

To achieve a successful tenant/management relationship, we prepared the PMI Reno Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. PMI Reno wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained PMI Reno as their Property Management Company. We represent and manage the property, therefore, please contact PMI Reno when you need assistance.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. PMI Reno is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.



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PMI RENO Team

PMI Reno is here to assist you during your residency. You should know who your Property Manager is at this time, but if you need more information, please contact us for more information.

- **Manager:** PMI Reno has assigned a manager to your account. They will concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- **Office:** PMI Reno requests that you contact your Property Manager regarding questions concerning Tenant issues. However, the PMI Reno office is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your manager is not available.
- **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 9:00 am to 5:00 pm, Saturday by appointment only

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

Telephone: 775-393-9603

Website: www.pmireno.com

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



Tenant Communication

Communication makes a difference in any area of life and it can only enhance your tenancy by letting PMI Reno know what you need. Use phone, text, email, or written correspondence to contact us. It is important that you contact us when you need assistance. Remember PMI Reno is here to help you.

Telephone calls during office hours -

Typically, during office hours there is a live person to answer your call. Please state your name, address, and the reason for your call so that someone can assist or direct your call to the right party. Your management team may not be available or in the office and one of the office team members may be able to help you with your request.

Voicemail -

If you reach our voice mail system during regular business hours, please leave a message, complete with your name, address, the reason for your call and a telephone number where you can be reached, both day and evening. Someone will return your call. If you don't leave a message, then we don't know what you need and are not able to return your call.

After Hours Calls -

The voice mail system will record all messages after hours. (Please refer to the hours on the previous page). Please leave a message for all non-emergency calls after hours.

Emergency Calls -

During normal office hours, immediately state if you have an emergency. If you have an emergency, and you reach the voice mail system during regular office hours, please call 775-393-9603 and press 0 for assistance. If you reach the voice mail, please leave a message with your name, property address, phone number where you can be reached and the nature of the emergency. We will call back ASAP. **Emergencies are fire, flood, or break in. In each case, BEFORE you call us, you are expected to contact the Fire Department or Police Department .**

Maintenance Requests -

Please remember that all Work Orders must be in writing unless it is an emergency. This is in your Rental Agreement. You can access a work order online at the PMI Reno website through your tenant portal at ***www.p mireno.com***

Change of Information -

It is important that you notify PMI RENO of any changes in your telephone, fax, cell number, or email.

Email -

Email is a great way to communicate and we request that you provide us with your current email address. PMI Reno will put your email address into our database. This enables your property manager to contact you quickly and efficiently and when needed, send you important information.

Website

The PMI Reno website is ***www.p mireno.com*** and it contains important information for tenants. Visit it regularly to use the tenant services. Here you can easily access your tenant portal, submit a work order request, or contact us via your portal or through the "contact us" page.



Protect Your Rental and Credit History

Some day you will eventually move out of the property. During your residency, it is important that you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give PMI Reno the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/Lease Agreement -

You should have received a copy of your Rental/Lease Agreement, move in checklist, and all other necessary documentation. There is also a copy of your lease agreement on your tenant portal available for you 24/7. We recommend that you keep this paperwork with this Handbook for easy reference. Please remember that your rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your property manager.

Utilities -

At the time you signed your Lease, you were informed about which utilities you are required to put in your name. Confirmation of these utilities being transferred to your name should be provided to your property manager prior to occupancy. To avoid a lapse in service, please contact the utility companies immediately and set them up in your name.

1. Power and Gas - NV Energy – 775-834-4444
2. Water – Truckee Meadows Water Authority – 775-834-8080
3. Garbage – Waste Management – 775-329-8822

If the owner chooses to leave any utilities in their name, you may be charged a reimbursement fee to cover the cost of the utilities.

Internet/Cable -

You are required to arrange for your internet service. You must get permission prior to having any outside devices attached to the property, including a dish, etc. If you have any questions regarding your options for internet service installation, please contact your Property Manager.

Rental Payments -

Rent is due on the first of each month and is generally considered late if not received by the fifth. If you know that you will have a delay or problem paying by the due date, contact your property manager immediately. Lack of communication can affect your payment record.

PMI RENO receives rental payments by:

- E-check – Direct withdrawal from your checking account - made through your tenant portal
 - This is the preferred method of payment for most tenants as well as PMI Reno
 - Requires bank account number and routing number
 - Minimal fee applied by processing company
- Credit/Debit Card – available only through the portal (substantial fee applied by processing company)
- Rent Money – Cash paid at select retail locations made with a voucher printed or downloaded from your Tenant Portal
- In Person – Check, Cashiers Check, or Money Order paid at our office during business hours



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Fees/Charges -

If you fail to pay rent on time and in full, you may incur the following charges:

- Late Fee – refer to your lease for exact late fee charges, the fee can be up to **5%** of your rent if rent is not received on time.
- Service Fee – the PMI Reno service fee is a minimum of **\$90.00** if a Notice to Pay or Quit is served because your rent is not received in a timely manner. If we must proceed with an eviction or an Unlawful Detainer, there will be additional service fees starting at about **\$375.00** charged to your account.
- Maintenance Charge – PMI Reno will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If PMI Reno receives a service call invoice, you are responsible for reimbursement.

Care of the Property

Getting to Know Your Residence -

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the following:

- Main circuit breaker in the event of a power outage.
- Gas shut off valve – turn off during emergencies/disasters for safety.
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio, or garage fail to work.
- Electric and/or gas meters to check your utility bills.
- The main water shut off valve - in case of major flooding.
- Water shut off valves - below the sinks and behind toilets in case of water leaks.
- Method of cleaning for the oven so that the right products are used.

If you are uncertain about any of the above items, contact your PMI Reno management team for help.

Renters Insurance -

Property owners generally carry a standard fire and liability policy and have additional coverage with “Landlord/Rental” insurance, but they normally do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

Please remember that as a part of your lease agreement, you are required to have resident Liability insurance of not less than \$100,000 to cover the residence. This is not renter’s insurance but can be purchased with your renter’s insurance policy or PMI Reno offers coverage for \$12.95 a month.

If you have opted to sign up for PMI Reno’s Liability coverage and would like Additional Contents coverage, **please visit** <https://www.worthavegroup.com/portal/stern>

If you have purchased your Liability insurance through an outside agent, you may contact your agent to ensure that you have adequate coverage for your belongings.



Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. PMI Reno has more tips in this handbook.

Tenant Renovations/Alterations -

It is the policy of PMI Reno that tenants do not do repairs or alterations. You agreed to this in the PMI Reno rental agreement/lease. If you want to make a special request for renovation or repair to the property:

- Submit your request in writing **BEFORE** making any changes.
- Do not proceed with any work until you are notified by PMI Reno.
- PMI Reno will consult the owners to see if the request is acceptable to them.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations in place if this is part of the owner's condition to accept the alteration/repair.
 - Return the property to its original condition if this is part of the owner's requirement to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original condition.
 - Sign a PMI Reno agreement regarding the alteration/repair.
 - Tenant will bear all costs related to the renovation or repair.

Tenant Maintenance Responsibilities -

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, PMI Reno has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and expense. We have listed them again:

- Replace smoke alarm batteries.
- Replace light bulbs with the correct size, wattage, etc.
- Replace furnace filters, if applicable, every 3 months, and every month if there is smoking in the property.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem.
- Report all necessary repairs.
- Professionally steam clean and spot clean carpets while residing in the property.
- Normal insect control.
- Normal rodent control, such as mice.
- Landscape clean-up if a service is not provided.
- Report lack of landscape clean-up if a service IS provided in your rental agreement.
- Landscape watering unless there is a homeowner's association.
- Report malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- Dispose of all garbage in the proper receptacles and use the weekly pick-up service.
- Dispose of animal feces on the property even if you do not have a pet.
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals from the fireplace until they have cooled in a bucket outside for a week.



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• **Tenant Maintenance Responsibilities cont'd. -**

- Make sure that the damper is open before starting a fire in the fireplace.
- Dispose of hazardous waste properly in accordance with local and county laws.
- Chimney cleaning for properties with wood-burning fireplaces.

Procedures for Requesting Maintenance -

BEFORE calling PMI Reno

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing unless it is an emergency.

If There is an Emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911.
- Emergencies involving gas, call the gas company and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, call the PMI Reno office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the PMI Reno, **775-393-9603** and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat, but PMI Reno recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is NOT air-conditioning, non-working dishwasher, refrigerator, sprinklers, etc. However, these items will be addressed in a timely manner.

Non-Emergencies -

- Fill out a tenant "work order" request form online through your tenant portal.
- A PMI Reno representative will assign a vendor to contact you.
- PMI Reno does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is NOT an EMERGENCY, and, in most cases, the vendor may not be able to make an appointment immediately.
- Failure to show for a scheduled appointment could mean a service charge to you. Therefore, be certain to call the PMI Reno office as soon as possible if you are unable to keep the appointment.
- If you do not hear from a vendor or repair person within 5–7 business days, call the PMI Reno office and inform your management team or a staff person that a vendor has not contacted you.
- A PMI Reno staff member will contact the vendor to find out the cause of the delay and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call PMI Reno and state that you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unresolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.



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Preventative Cleaning Tips -

Cleaning is easier when you use a “preventative approach.”

- Always put away food and clean up food debris.
- Clean pet bowls regularly and store all pet foods in an air-tight container to avoid attracting ants and rodents.
- Do not allow grease to build-up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick-up debris and pet feces in outside areas.

Safety Tips -

The safety of you and your family is important to PMI Reno and many things can affect it. Here are some tips to follow:

- To prevent fire hazards, unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use.
- Never leave a stove or oven unattended. Turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely. Turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to PMI Reno.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage of bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to PMI Reno immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries when needed.
- Do not allow children to leave toys on walkways or sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the PMI Reno office.
- Keep a portable fire extinguisher in the kitchen and the garage. They are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.



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Safety Tips cont'd.

- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation Checklist -

When going on vacation, check the following items before leaving:

- If you are going out of town for an extended period (1 week or more), please notify PMI Reno how long you will be gone and supply an emergency telephone number. Then should any problems arise concerning your residence, we have someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If you are leaving a vehicle in the driveway, remove all valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to bring them in.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but **do not turn the water heater off.**
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

Holiday Tips -

Everyone enjoys different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; **never** burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.



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Holiday Tips cont'd. -

Fireworks celebrations:

- Do not use illegal, dangerous, or explosive devices.
- Only buy legal fireworks and check where you can use them.
- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from dry grass, trees, and roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergencies/Disasters -

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies -

- Maintenance emergencies:
 - PMI RENO outlined in this handbook.
 - Please follow the maintenance instructions and call PMI RENO when appropriate.
 - PMI RENO requests that you treat the PMI RENO staff courteously while under stress in the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - PMI RENO requests that you call emergency services first in a disaster.
 - Notify the PMI RENO office as soon as possible as to what has happened.
 - PMI RENO will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the PMI RENO office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug Free Housing -

PMI Reno has a drug-free policy, and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify PMI Reno of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.



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Protect Yourself from Bed Bugs –

Any house, apartment or building can be a haven for bed bugs. For information on how to protect you and your family from bed bugs, please visit <https://www.epa.gov/bedbugs> . If you find evidence of bed bugs or think there may be a problem, please call your property manager. The sooner we know the easier it is to take care of. **Please call.**

Frequently Asked Questions

PMI Reno has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 1st of the month?

- As outlined previously in this handbook, the rent is due on the **1st** and is considered late if not received by the **5th** of the month. Once the **5th** of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. PMI Reno serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can't I clean the carpet myself?

- We require professional carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify PMI Reno and obtain written permission to install the lines.

Can I have a satellite dish?

- You may have a satellite dish only if it is approved. You must submit a request to PMI Reno and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your PMI Reno management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your PMI Reno management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement must be signed. If the owner rejects your request, please abide by the decision and the terms of your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your PMI Reno management team about what type of pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement must be signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate must submit a partial notice to vacate. PMI Reno will require documentation from you to show that you can support the property by yourself. PMI Reno will not refund any portion of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any portion of the security deposit.



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I want to add a roommate, now what do I do?

- The prospective roommate must submit an application and PMI Reno must approve the person PRIOR to them moving into the property. Applications are done online at the PMI Reno website. If we deny the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a new rental/lease agreement.

Why do the owners want to see the property?

- The owners are showing responsibility towards the maintenance of their property, its condition, and their investment. Owners respect that it is your residence, but they have a right to see their property. It is also nothing to fear. That is why PMI RENO will contact you first to set a date and time.

Giving Your Notice -

Eventually you will move, and we want you to be prepared when this is necessary. PMI Reno tenants are required to give a **30-day Written Notice** prior to moving out.

Before Giving Notice:

- Check your rental/lease agreement to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be obligated to the lease term.
- If you need to move and you are still committed to a lease period, contact your PMI Reno management team to discuss your options.
- Notices must be in writing or through the tenant portal. The day PMI Reno receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- PMI Reno does not provide rental history to other landlords/property management companies unless tenant submits a written Notice to Vacate and the tenant gives the authority to PMI Reno to give out rental references.
- The PMI Reno Notice to Vacate from Tenant contains the authorization for allowing PMI Reno to give out rental references. This form is included with this handbook .

Setting up Your Move Out Appointment -

- After you submit your Notice to Vacate, PMI Reno will send you move-out instructions. This will instruct you on what to do during the notice period, and how to set up your move-out appointment.
- PMI RENO only performs move out appointments during weekdays, **9 a.m. to 5 p.m.**
- It is the responsibility of the resident to deliver all keys and openers to PMI Reno, either at the move out appointment or by delivery to the PMI Reno office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund and Move Out Calculation.
- Use the PMI Reno Moving Checklist so you can remember important details.



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Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your PMI RENO management team and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning -

- Clean throughout the interior and the exterior of the property.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, miniblinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is **not** normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning -

- Carpet cleaning depends on the amount of time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% of the carpet cleaning if you have had pets and/or the carpet is soiled beyond normal wear and tear.
- The carpets will require cleaning. Tenants incur charges if they do not have carpets professionally cleaned.
- There is a charge for carpet damage and stains.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call PMI Reno for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of PMI Reno, and a receipt is required during the walk-through inspection.
- Tenants, please note PMI Reno will not reimburse for any carpet cleaning contracted by tenants.

Draperies/Window Coverings/Windows -

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements -

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs.
 - Non-working smoke detector batteries.
 - Missing doorstops.
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.



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Pest Control -

- You must maintain proper pest control practices.
 - At minimum, you should have the property professionally treated twice a year. Once in the spring and once in the fall.
 - If you are having problem, please contact PMI Reno.

Landscape Clean Up -

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental agreement.
- Remove all trash and debris and place in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – DO NOT PUT OIL in the garbage receptacles.
- Pick-up any animal feces whether you have an animal or not.

Trash -

- If you have trash that exceeds the normal pick-up, you are expected to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting -

- We request that you do not spackle, putty, or touch up paint unless you are sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your Security Deposit Refund

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. PMI Reno remits security deposit transmittals within **30 days** from the date that keys are turned into management and in accordance with the state landlord/tenant law. Remember, PMI Reno wants your move out to be a pleasant and successful process.



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.



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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



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PMI RENO Additional Tenant Forms

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the PMI RENO office. We have also included a copy of your rental agreement with your handbook.

- Work order request
- Notice to vacate

Conclusion

We hope that you have found the *PMI Reno Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your PMI Reno management team.

Have a successful residency.



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TENANT WORK ORDER REQUEST

Date of request	_____	Home #	_____
Tenant	_____	Wk #	_____
Tenant	_____	Wk #	_____
Address	_____	Mobile #	_____
City	_____		

It is important to list complete information regarding your work request to facilitate the work order request. The vendor will contact you directly to set up an appointment.

Work requested

1. _____

2. _____

3. _____

4. _____

Signature of tenant

Date

Submit work request to PMI Reno at 63 Keystone Ave. Ste. 104
 You can obtain work request forms anytime online at www.pmireno.com
 Bus: Bus: (775) 393-9603 ▪ Fax: (775) 657-5429 ▪ Email: info@pmireno.com

For Office Use Only:

Owner _____
 Repair Limit Normal Must Call
 Map Coordinates _____

Item #__ assigned to:	_____	On _____
Item #__ assigned to:	_____	On _____
Item #__ assigned to:	_____	On _____
Item #__ assigned to:	_____	On _____



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TENANT 30-DAY NOTICE TO VACATE

This letter serves as my(our) ____ day notice to vacate in accordance with the terms of our lease.

Today's Date: _____

Tenant Name(s): _____

Property Address: _____

Reason for moving: _____

I, _____ do hereby give notice to vacate the property stated above. I acknowledge that I am responsible for giving a minimum of 30 days notice according to the terms of my current lease.

I understand that I am responsible until the end of my lease period. If the term of the lease is not fulfilled, I understand that an early termination fee may apply. If other named tenants on the agreement are staying, I understand that I am forfeiting any portion of the deposit. I will be completely moved out and will turn in the keys to a representative no later than _____.

If the keys are not surrendered by the above date, I understand that I will be charged the current rental rate for each day until keys are returned.

Any changes to the above move out date must be submitted in writing and must be agreed to by the landlord.

Forwarding address:

Please mail my move out calculation sheet and any refundable deposit to:

Name: _____

Street Address: _____

City, State, Zip: _____

Phone Number: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Received by: _____ Date: _____

