



Maintenance – One of the conveniences of being a renter is assistance with maintenance needs. While we work diligently to maintain properties, there may be situations where repairs or maintenance are needed. Your leases specifies that all maintenance requests are to be submitted in writing. Please review the following information regarding maintenance prior to submitting a maintenance request or making any alterations to the property. Troubleshooting may be your responsibility prior to sending a vendor to your property.

Tenant Maintenance Responsibilities –

Property owners have a duty to maintain your residence to codes of safety for landlord/tenant law. We want you to report issues which need to be repaired. However, there are items for which the tenant is responsible to maintain.

General Maintenance -

- Replace smoke alarm batteries.
- Replace light bulbs with correct size, wattage, etc.
- Replace furnace filters, if applicable, every three months. Clean reusable filters monthly.
- Report non-functioning smoke alarms immediately if replacing batteries does not work.
- Report items needing repair promptly, even in the common or shared areas.
- Professionally spot and steam clean the carpets regularly or as needed.
- Normal rodent and pest control after the first 10 days of occupancy.

Landscape Care – including but not limited to:

- Weed, water, cleanup, and maintenance including winterizing and de-winterizing the irrigation system, **unless** services are specifically provided in your Lease.
- Reporting a lack of landscape services IF specifically provided in your Lease Agreement.

Dispose of all garbage in the proper receptacles -

- DO NOT OVERFILL GARBAGE TOTES OR DUMPSTERS. Trash bin lids must close completely, or service may be refused. Excess waste stickers are available upon request.
- Tenants are responsible for moving trash bins to and from the designated pickup areas, not to be left out for more than 24 hours at a time.
- Trash bins must be stored appropriately and in accordance with any community regulations.
- Large items that will not fit in the trash bin, such as furniture, must be taken to the dump and may not be left anywhere on the property.
- Dispose of animal feces or waste on the property promptly, even if you do not have a pet.
- Dispose of hazardous waste properly, in accordance with local and federal laws.
- Dispose of hot coals appropriately, if applicable. Allow them to cool for 48 hours before handling or moving.

Fireplace –

- Open damper before starting a fire.
- Clean chimney for wood-burning fireplaces.



PMI Reno | 63 Keystone Ave. Ste. 104, Reno, Nevada 89503
O: 775-393-9603 | F: 775-657-5429 | www.pmireno.com



Procedures for Requesting Maintenance

BEFORE calling or submitting a maintenance request

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 (A life-threatening situation such as a fire, flood and/or uncontrollable water, electrical issues, smell of gas, smoke etc – you must call emergency services first!)

- Emergencies causing immediate threat of 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 or flooding, call the office at 775-393-9603 and listen for emergency instructions and if necessary, call 911.
- A lack of heat is NOT necessarily an emergency, but PMI Reno recognizes this is important and will make it a priority.
- A lack of AC and/or non-working appliances or features are NOT emergencies and will be addressed in a timely manner.

Emergencies/Disasters – Unfortunately, disasters happen all around the world. Preparedness is key.

- Stay calm when faced with emergency or disaster situations as much as possible. Remember that everyone experiences inconvenience and difficulty when disaster strikes. Be respectful to others always.
- Make a household plan for dealing with different disasters, such as fires, weather, or earthquakes. Your plan should include where to go and what to do for each situation.
- Have an emergency bag packed with water, clothes, food, and medicine in case evacuation is mandated.
- Call emergency services prior to calling PMI Reno.
- PMI Reno will address each situation and property as quickly as possible. Be detailed and patient.

Non-emergencies –

- Submit a work order via the tenant portal, instructions here: <https://help.rentvine.com/how-do-i-submit-a-work-order-from-the-tenant-portal>
- A PMI Reno Representative will assign a vendor to contact you to schedule maintenance. We will not provide the vendor with a key or schedule on your behalf. Be sure to provide any updates to your contact information to enable effective communication.
- Remember, this is not an emergency, and vendors may not have immediate availability.



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- If you do not hear from a vendor within one week for medium or low priority or within 2 business days for high priority items such as lack of heat, contact PMI Reno and let us know. We will reach out to the vendor for a status update or reassign to another vendor with availability.
- Failure to show for a scheduled appointment could mean a service charge to you. Therefore, be certain to call the PMI Reno office or vendor as soon as possible if you are unable to keep your appointment. Tenants are 100% responsible for no-show fees incurred for missed appointments.
- If you have had a recent repair and are still experiencing related problems, please call PMI Reno and tell us you have had a recent repair but there is still an issue. Recent repair means within the past 60 days or 30 days for pest control.
- If you fail to report a maintenance issue, you may be responsible for further damages or expenses resulting from the negligent lack of reporting the issue.



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