

Welcome Home!

We are pleased to welcome you to the PMI Reno family. As you enter this new chapter, we want you to be set up for success by providing you with all the tools and information available. Please review the information and forms provided for your convenience by your property management team so your transition and tenancy are as smooth as possible.

Prepare for a Successful Move into Your New Home

Prior to receiving keys, we will need the Lease signed by all parties, move in funds paid to PMI Reno in certified funds, proof of insurance provided, and account confirmation for all utilities for which you are directly responsible. Details are in the Lease Agreement regarding these requirements. Please read your Lease Agreement carefully and ask your property manager questions if you are unsure about any terms or conditions. You should set up a time to meet with your property manager to get keys to your new home! You will receive an invitation to complete a move in inspection on your move in day. Let us know right away if you do not get this invitation coming from zTenant. Complete your inspection within 5 days of moving in for accuracy. PMI Reno does their own inspection prior to move in, but it is important for tenants to do their own as well for their records as well as to report any issues. See Inspections for further instructions.

Keys – Upon move in, your property manager will give you all keys and fobs available to your property. If your property's mail is delivered to a set of mailboxes managed by the USPS and you did not receive a mail key, you will need to take a copy of your Lease to the local post office to purchase keys. Post office regulations will not allow property managers to pick up a key on a tenant's behalf, but we are happy to reimburse you the cost if you provide us with a copy of the receipt. You will sign a key addendum when you receive your keys which explains the cost of key replacement. If you lock yourself out during business hours and can come to the office with collateral, we can lend you a copy. If you are locked out and management must let you in, there is a \$75 fee. A lockout is not considered a maintenance emergency. If you are locked out after business hours, you will need to contact a locksmith at your own expense. According to your Lease, you may not change the locks at your residence without prior approval. If you must change your locks, you are required to provide management with a copy of your new keys within 24 hours so that we may enter in the event of an emergency.



Communication with PMI Reno

Each home is assigned a primary property manager. However, anyone from our office team is happy to assist you with general information and support whenever possible. Our office is open Monday through Friday from 9:00am until 5:00pm. We are not a 24-hour business, but we do have an after-hours answering service that coordinates with local vendors in cases of true emergency. Please see office and team members' contact information below. Whenever possible, written communication via email or the tenant portal is preferred for documentation purposes, especially when reporting an issue! It is also very important for you to inform PMI Reno of any changes to your personal contact information such as email or cell phone number, so we can contact you regarding your property.

PMI Reno Directory:

Office – 63 Keystone Ave Suite 104 Reno, NV 89503 – 775-393-9603 option #9 for emergencies after hours.

Robert Hughes – Broker/Property Manager – Direct - 775-657-5476 – E-mail - robert@pmireno.com

Carla Hughes – CFO/Property Manager – Office - 775-229-8437 – E-mail – carla@pmireno.com

Lisa Pilling – Sales/Property Manager – Direct – 775-657-5469 – E-mail – lisap@pmireno.com

Donna Harkins – Sales/Property Manager – Direct – 775-657-5482 – E-mail – donnah@pmireno.com

Rhonda Starks – Sales/Property Manager – Direct – 775-657-5478 – E-mail – rhondas@pmireno.com

Krystal Cole – Sales/Property Manager – Direct – 775-900-0603 – E-mail – krystalc@pmireno.com

Austin Hughes – Sales/Property Manager – Direct – 775-800-4040 – E-mail – austinh@pmireno.com

Jim Reynolds – Sales/Property Manager – Direct – 775-622-5321 – E-mail – jimr@pmireno.com

Joy Hern – Office/Property Manager – Direct – 775-451-1654 – E-mail – joyh@pmireno.com

Gavin Hartsfield – Administrative Assistant – Direct – 775-339-9066 – E-mail – gavinh@pmireno.com

Karina Hughes – Administrative Assistant – Direct – 775-200-1255 – E-mail – karinah@pmireno.com





PMI Reno Portal – PMI Reno uses Rentvine software to help effectively and efficiently manage your property. This is not an application and cannot be downloaded; instead, it is a secure login directly from our website. You should receive a portal invitation from Rentvine within one week of signing your Lease. That invitation contains a link you can save or bookmark for easy access, or you can go back to www.pmireno.com to resident login. From your portal, you can submit a maintenance request, make payments, find and upload important documents, communicate with your property manager, and more. Please use this link for Rentvine support if needed: https://help.rentvine.com/residents.

Rent Payments and Fees - Rent is due on the 1st unless otherwise stated in your Lease. PMI Reno offers several methods for rent payment. You can mail or bring payment via personal check, money order, or cashier's check into our office at 63 Keystone Ave Suite 104 during normal business hours Monday through Friday 9am to 5pm. We do not accept cash nor debit/credit card payments in person. Please allow two weeks for rent payments made via USPS. You can also pay rent online via your tenant portal. Keep in mind that payments made by debit or credit cards incur a significant surcharge (4% of total rent as of December 2024) and the least expensive online payment option is via eCheck (\$2.95 as of December 2024). eCheck payments require a full account and routing number to process. PMI Reno charges a \$45 NSF fee for any returned payments. PMI Reno reserves the right to refuse checks or electronic payments for residents who repeatedly have returned payments. PMI Reno has a five-day grace period for your convenience to account for holidays and weekends. Rent is considered late on the 6th day of the month and a 5% late fee will be assessed automatically if rent is not paid in full by the end of the business day on the 5th (even if the 5th falls on a weekend). Please communicate with your property manager proactively if you expect a delay in rent payment to avoid further penalties including eviction. If rent has not been received by the end of the grace period and no arrangements have been made, PMI Reno has the right to file a legal eviction notice to pay or quit, which includes a \$150 legal notice service fee. If rent remains unpaid after a legal notice has been served and an eviction goes to court or lockout, another \$350 fee will be charged to cover legal and administrative costs.





Utilities – Your Lease should explain which utilities you are responsible for paying for. There are two ways you can be responsible: either directly to the provider in an account in your name, or in a monthly reimbursement to the owner for certain utilities which need to stay in the owner or HOA's names. For any utilities In Tenants Name, you must provide account confirmation prior to move in. Should any utility not get transferred into Tenants Name as required, there is a \$25 daily fee until proof of service transfer has been received. Below are the local utilities providers for which you may be required to set up accounts. Please refer to your Lease for specifics and contact your property manager with any questions.

NV Energy - (775) 834-4444 https://www.nvenergy.com/ - Electric in all PMI Reno areas, Gas in Reno/Sparks.

Truckee Meadows Water Authority (TMWA) - (775) 834-8080 - www.tmwa.com - Water in Reno/Sparks

Great Basin Water Authority - (844) 694-4404 https://www.myutility.us/greatbasinwater - Water in Cold Springs

Southwest Gas - (877) 860-6020 - https://www.swgas.com/ - Gas in Carson City, Minden, Gardnerville and Fernley

There are some properties which have **unique utilities**, such as a septic tank, well water, oil, and propane. You should be aware of all the utility features and requirements for your property. Heating oil requires a minimum fuel level of 15% and many propane providers recommend a contract for service to prevent outages. You must also leave fuel tanks with at least the same amount of fuel as when you move in, unless otherwise specified in your Lease. Septic tanks cannot have any bleach or Costco brand toilet paper or any other excessively thick toilet paper brands used in the plumbing. Repairs due to improper usage or failure to follow instructions can result in charges to tenants.

For any utilities that are Reimbursement to Owner, monthly charges are based on average rates. These rates may change and will be evaluated and updated as needed and outlined in the Lease.





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.





<u>Procedures for Requesting Maintenance</u>

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.

<u>If there is an Emergency</u> (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.





- 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.

Tenant Renovations/Alterations

Tenants are not allowed or expected to make repairs or alterations to the property, as agreed upon in the Lease. If you want to make a special request for renovation or repair:

- Submit your request in writing BEFORE making any changes. Be as detailed as possible stating the exact location and specifics for the changes you are proposing.
- Get written approval by your property manager. This may take some time, as we will consult with the property owner prior to giving permission.
- If the request is accepted, tenants must:
 - o Bear all costs related to the renovation or repair.
 - o Leave the alteration in place if this is part of the owner's condition to accept the alteration.
 - Return the property to its original condition if the owner does NOT want it left in place.
 - o Sign an agreement regarding the alteration/repair.

Care for the Property

<u>Getting to know your residence</u> – 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 power failure
- Gas shut off valve turn off in emergency/disaster for safety
- GFI plugs located in kitchens, bathrooms, outdoors, or other areas potentially near water
- Electric/gas meters, septic, fuel tank, or well location if applicable
- Main water shut off valve in case of major flooding
- Any other property specific features or requirements, such as location and size of HVAC filters

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

<u>Preventative Cleaning Tips</u> – Cleaning is always easiest when you use the preventative approach.

Always put away food and clean up grease/food debris.





- Clean pet bowls regularly and store all pet foods in an air-tight container to avoid attracting pests.
- Do not allow grease to build-up in kitchens; use a sponge and soapy water regularly on countertops, stovetops, and hood filters.
- Avoid cooking with high heat. This will add more grease buildup and can cause damage to appliances. It is also very dangerous.
- Avoid mildew by venting rooms and bathrooms properly, especially during and after bathing and cooking.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of dirt and grime.
- Clean toilets regularly to avoid the buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid excessive dirt.
- Do not use wax on linoleum or tile.
- Do not use harsh cleaning products on tile or newly resurfaced bathtubs or shower enclosures.
- Vacuum all flooring regularly, especially carpets.
- Regularly pick up debris and pet waste outdoors.

<u>Safety Tips</u> – The safety of you and your family is important, and many things can impact your safety.

- Unplug all heat-producing appliances when not in use, such as toasters, coffee makers, irons, etc.
- Never leave the stove unattended. Turn off the stove and all appliances when not in use or when leaving.
- Never leave heating pads and electric blankets on indefinitely. Turn off when leaving residence.
- 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, especially in a light fixture, report it to management immediately and refrain from using the restroom if possible.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling iron, 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 and any heat producing appliance on level surfaces and use the correct wattage of bulbs.
- 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 as needed and report any issues.
- Do not allow children to leave toys on walkways or sidewalks.
- Replace outdoor lights as needed to ensure maximum lighting for safety.
- Report any exposed tree roots or other trip hazards to PMI Reno promptly.
- Keep a portable fire extinguisher in the kitchen for use in emergency situations.
- Barbeques, grills, or portable cooking devices shall be used in approved or designated areas only. Never leave them unattended and leave enough space around the grill to prevent overheating and or fire.
- Never place hot ashes or coals directly in the trash. Allow 48 hours to cool.
- Do not store firewood directly against the residence.





- Always ensure the damper is "open" before starting a fire.
- Do not build excessively large fires. Build appropriate fires for 100% containment in the fireplace.

<u>Vacation Checklist</u> – When going on vacation, prepare your property for success!

- If you are going to be out of town for more than one week, please let your property manager know and provide an emergency contact should we need to contact someone regarding the property.
- Be sure rent has been paid to prevent any notices or extra fees during your time away.
- Notify all necessary parties such as trusted neighbors to avoid panic.
- Have a trusted family member or friend collect mail or packages to deter theft.
- Arrange for assistance with trash cans.
- Do not post on social media or otherwise make it obvious to the public that you will be away.
- Set timers or leave on exterior lights whenever possible and set an alarm if present.
- Be sure to lock all windows and doors.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, etc.
- Turn your water heater to "vacation mode".
- Set heat or AC to appropriate temperatures heat at 55 and AC at 80 to avoid freezing or overheating.
- If you have plants or pets, arrange for proper care. Do not leave animals alone unless a reliable person can care for them daily.

Holiday Tips – People enjoy different holidays, but please exercise care and remove décor when each season ends.

- Check plugs and wires before hanging lights and dispose of defective decorations to avoid injury/damage.
- Hang lights and decorations properly and carefully.
- Only use lights and decorations during holiday seasons and remove promptly when season ends.
- Dispose of trees properly and NEVER burn in fireplace.
- Use appropriate extension cords (outdoor use) and do not overload or staple.
- Turn off lights when not at home to reduce fire risk.
- NEVER use illegal, dangerous, or explosive devices.
- Be sure to follow all regulations when obtaining and using legal fireworks and use common sense!
- NEVER use fireworks inside or near your residence or near dry grass, trees, or other vegetation.
- Attend an officially sanctioned fireworks celebration to enjoy the show without the risk or responsibility.
 Troubleshooting Common Maintenance Issues You may be expected to troubleshoot an issue prior to sending a vendor for some commonplace issues that have simple solutions. Follow the below links for more information!
 - <u>Plumbing</u>
- Garbage disposal stopped working? Try to clear and reset. ALWAYS UNPLUG FIRST!
 https://www.youtube.com/watch?v=xKT2XPIMFKU
- Tips for caring for your disposal: https://www.thespruce.com/garbage-disposal-maintenance-5222594
- How to unclog a toilet: https://www.youtube.com/watch?v=uKNgo_2mp9g





- How to unclog any Drain: https://www.youtube.com/watch?v=uKNgo_2mp9g or Sink https://www.youtube.com/watch?v=fKMMAp7mKVQ
- How to turn the water off on a leaking water heater: https://www.youtube.com/watch?v=uKNgo_2mp9g
- Water bill high? This is how you can check for unseen leaks: https://www.youtube.com/watch?v=OBz-mdovkl

Appliances

- Front Loading Washing Machine not draining or smell bad? See how to clean the filter! https://www.youtube.com/watch?v=5Ty3bVhR5iM
- How to Property Maintain your washer and dryer: https://www.youtube.com/watch?v=w8g_D8hl0so
- Washing Machine Leaking TOP 6 Reasons: https://www.youtube.com/watch?v=M9li1pP3Zzs
- How to install washer and dryer: https://www.youtube.com/watch?v=cOoE83OMZKU
- How to clean the dishwasher filter: https://www.youtube.com/watch?v=tajBDbFkDDQ Electrical
- Lost power to part of your home? See how to reset GFI and circuit breakers: https://www.youtube.com/watch?v=trLeLJdMWWI
- How to reset an electrical breaker: https://www.youtube.com/watch?v=ta0CvuSGQgY Sprinklers
- How to winterize your Sprinkler system: https://tmwa.com/about_us/faqs/how-to-videos/
- How to turn on your sprinkler system: https://www.youtube.com/watch?v=VlZZsU8nD7o AC/Heater
- How to change you filter: https://www.youtube.com/watch?v=IKySBZ9esWQ
- What to do if your heat doesn't work: https://www.youtube.com/watch?v=XaGjJimJsxl
- AC Not Turning On? Try These Troubleshooting Tips!: https://www.youtube.com/watch?v=bUw3CeWnKMo
 Pests
- Simple Ways to Keep Your Home Pest Free: https://www.youtube.com/watch?v=R7wFWEWKa64

Inspections – Property inspections are a routine part of landlord/tenant relations. PMI Reno respects your privacy and follows all Nevada Revised Statutes regarding inspections, notices, and management practices. Your property manager wants to be sure your property is well maintained, and everything is in good working condition. It is our responsibility to report back to the owner on the condition of the property as well as ensure that Lease conditions are being followed as agreed upon. Property inspections are one of the best ways to protect both owners and tenants from injury and harm. Be aware that representatives of PMI Reno will be contacting you during your residency to schedule inspections periodically.

<u>Tenant Inspections</u> – At move in, and ongoing from time to time for qualified tenants, residents will be asked to complete a tenant inspection using an application called zTenant. An invitation will come to your email with instructions and a unique password for set up. Because we understand the importance of protecting your deposit by accurately and thoroughly documenting the property's condition prior to settling in, *all* Tenants will be invited to electronically complete their own inspection to document the condition of the property within 5 DAYS of taking





possession. Management has completed a similar inspection prior to handing you keys, but it is important for residents to complete their own inspection. See instructions below.

- 1. Within 24 hours of moving in you will receive an email which will allow you to download the zTenant App and complete your inspection.
 - a. It is important for tenants to have adequate time to complete the inspection thoroughly so if you DO NOT receive this, please reach out to the Property Manager IMMEDIATELY so we can resend this to you and help troubleshoot as needed.
- 2. Download the App and create your account.
- 3. Using the preset inspection template for your property, you will go through and notate the condition and upload photos for each item listed.
 - a. Any red icons will require additional information. To address the need, tap the icon to add the required documentation.
 - b. Be sure to include photos for each item that you would like documented in addition to any description. PHOTOS ARE IMPORTANT and REQUIRED if damage has been indicated.
- 4. Once every area has a green check mark, you can proceed to submit the inspection.
- 5. Upon submitting the inspection, the document will be uploaded automatically to your tenant file.

When the time comes for you to move away, the move in inspection will be compared to the move out inspection to determine if any deductions from the deposit will occur, so the best way to receive the most refund of your deposit is to ensure you have properly documented any preexisting damages.





Rules & Regulations – As an effort to ensure a pleasant and peaceful community for you and all other residents, PMI Reno will be enforcing the following Rules and Regulations to govern the common areas of the property you reside in. Since cooperation from all residents will be paramount in providing an enjoyable place to live, please be sure that anyone associated with your unit is doing their part to abide by all community Rules and Regulations as outlined below.

- 1. Be respectful of other tenants, neighbors, and guests.
- 2. All garbage is to be properly disposed of within the provided receptacles. Said receptacles are not to be over filled and are to be properly closed when not actively in use; tenants are responsible for taking their totes to and from the designated pickup areas 24 hours prior to and following pickup, respectively.
- 3. Any Large items and/or furniture is to be taken to the dump and shall not be left anywhere on the property.
- 4. All personal property shall be stored within the unit unless otherwise approved in writing by the Landlord. This includes planters, BBQ equipment, toys etc.
- 5. Any approved personal property and/or plants within the common area shall not obstruct walkways, parking areas or otherwise interfere with another resident's safety and enjoyment of the property.
- 6. Patio areas and/or other areas visible to the public are kept free of unsightly debris or storage.
- 7. Garage doors shall be kept shut and secured.
- 8. No barbecuing and/or storing barbecue equipment outside of designated areas.
- 9. All vehicles on the property are to be registered and in running condition with no leaks or potential signs of leaking.
- 10. No repairs are to be made to vehicles while on the property.
- 11. Vehicles are to be parked in assigned parking only. Vehicles parked in another unit's space may be towed at the vehicle owner's expense.
- 12. Children and/or adults are prohibited from playing in the parking lot. Owner and/or landlord, as well as any representative thereof, shall NOT be liable for any injuries, theft, or damages to persons or property including, but not limited to broken windows and/or dented cars.
- 13. Pets are prohibited unless otherwise approved in writing by the Landlord. Pet sitting is NOT allowed.
- 14. Any/all pet feces must be cleaned IMMEDIATELY. Any damage resulting from an animal associated with any unit shall be the sole responsibility of the Tenant for that unit.
- 15. No smoking allowed inside the property at any time. This includes vaping and marijuana.
- 16. Noise shall be restricted between 10pm to 8AM. Any noise affecting other residents between the hours of 10 PM and 8 AM shall constitute a nuisance.
- 17. State, federal, local, and community rules always apply to all residents and their guests.





Any Tenants who fail to abide by the rules may be subject to corrective action including, but not limited to, a warning, official Lease Violation and/or fines ranging from \$25-\$100 per violation. Continued failure to abide by the above rules could be deemed a breach of the Lease agreement which could lead to Eviction.

Violations – In addition to the Rules & Regulations listed in the tenant resources, your Lease Agreement outlines specific requirements and expectations regarding your residency. NRS, federal, and local laws provide additional governance for tenant and guest behavior. As an agent for the property owner, it is the obligation of PMI Reno to ensure that all applicable rules and terms are being followed. If management discovers that conditions of the Lease are not being met and/or laws have been broken, it is considered a Lease Violation. Lease Violations can range from unauthorized pets or guests to blatant disregard for laws pertaining to drug possession and use, or any other failure to perform as specified in the Lease. Consequences can be given as a warning, an official Violation Notice with or without a penalty, and Tenants can even receive an Eviction Notice for violating the Lease, which comes with a costly penalty. Management reserves the right to handle each situation at their discretion. If you are concerned about a potential violation by yourself or other Tenants, please contact your property manager ASAP. Remember, your Lease is a legal document and enforceable in a court of law.

Considering a Change in Terms – Life happens. Sometimes, unfortunately, pets pass on, breakups happen, and other life changes require an adjustment, or addendum to a Lease. There are other changes too, that may need to be documented, such as adding a new roommate or getting a new pet. Please reach out to your property manager promptly for guidance if you are considering or have experienced a life change that impacts on the occupants, animals, or other terms agreed upon in your Lease. Pets and people must go through an approval and screening process, if allowed. All adults over the age of 18 must go through the application process, and all animals must have a completed pet screening, but talk to your property manager prior to beginning the process. Other changes, such as renewing your current Lease or potentially changing to another residence with PMI Reno, also require documentation and approval from your property manager. When in doubt, give us a shout!

Animals – Your Lease specifies if any animals are authorized at your residence. If any animals are listed in an addendum, those listed are the only authorized animals at the property. Pet sitting is never allowed without prior permission. Before bringing any new pets, service, or support animals into your home, reach out to your property manager to find out IF they are allowed and how to follow the proper steps to add them to the Lease if allowed.

Insurance – As a condition of our lease, we require all residents to carry liability insurance (\$100,000) for damage to the landlord's property during the term of their lease.

To satisfy this lease requirement you have two options:





- Option 1: Sign up for Renter's Insurance and provide proof of coverage. This protects the residence as well as your personal property. We require PMI Reno to be listed as an additional insured or interested party.
- Option 2: Do nothing and be automatically enrolled in our Resident Liability Insurance Program for \$14.95 a month. This is an easy and cost-effective way to meet the Lease requirement, but it does not cover personal property like renter's insurance. See flyer below for more information.

Click the Insurance link in additional resources for more information

Resident Services – PMI Reno offers services and benefits to Residents in addition to Residential Liability Insurance. You also have the option to enroll in our Resident Benefits Package, which includes credit reporting, resident rewards, identity protection and more. PMI Qualify is a program that enables credit challenged applicants to qualify for a rental property when they may be declined by other companies. PMI Reno is committed to providing valuable services to our Tenants. We hope your tenancy is as beneficial as possible to everyone.

Move out – Eventually, you will most likely want to move out of the property you are renting, and we want you to be prepared when the time comes. Your Lease has a specified end date, and if residents wish to leave prior to the expiration, it is breaking the Lease. Breaking the Lease comes with a penalty equal to two and a half months' rent. Residents are required to give a minimum of 30 days' notice to vacate, regardless of move out date. If less than 30 days' notice is received, Tenants are responsible to pay for a full 30 days in addition to any Lease break penalty, if applicable. You are expected to return the property to the same condition in which you received it, with the only exception being normal wear and tear. Damage and excessive dirt are not normal wear and tear. As your move out date approaches, you will receive further information regarding move out requirements and expectations. You are required to return the property cleaned and well-maintained. Carpet cleaning receipts are required if you have any carpet in your home. Ask your property manager if you have any additional questions regarding moving out.

Click the link for Move out in Additional Resources

Buying a Home – Are you considering buying a home at the end of your Lease? Do you want to make an offer to the owner of the home you are occupying? Did you know that all PMI Reno property managers are licensed real estate agents and Realtors ready to help you achieve your home-buying goals? We can walk you through the process, from showing to signing, ready to find answers to all your questions along the way. Please let us know if you are considering purchasing a home after your Lease ends.