

# LSI Property Management Tenant Handbook

**welcome!** THANK YOU for renting through LSI Property Management. It is our pleasure to welcome you as our tenant. Our aim, on behalf of the property owner, is to provide you with top quality property management service. In return, we look forward to you being a responsible tenant who pays the rent on time, takes care of, and enjoys the property you have rented.

We would like to take this opportunity to familiarize you with some of the items you will encounter while living in and taking care of your new rental home. We believe that if you are familiar with this information and these responsibilities, most misunderstandings will be avoided, and a better relationship will be established between us. Please keep this handbook with your lease agreement. We will be happy to answer any questions you may have at any time. You can reach us by email at [lvpropertymanagement@lsilife.com](mailto:lvpropertymanagement@lsilife.com).

This tenant handbook is an addendum to your residential lease agreement. This handbook contains maintenance guidelines, rental payment instructions, general information, safety tips, emergency instructions and more.

The owner of the property has retained LSI Property Management as their Property Management Company and representative to manage the property you are renting. Therefore, all communication **must** go through LSI Property Management when you need assistance.

LSI Property Management is here to help you! We wish you a successful and enjoyable tenancy in your new residence.

## CONTACT INFORMATION

It is the tenant's responsibility to make sure we have your updated contact information. Please notify and update us immediately if your home phone, work phone, cell phone or email address changes.

## RENTER'S INSURANCE

Tenant is required to provide proof of and maintain a minimum of \$100,000 Limit of Liability Insurance for the duration of the tenancy. This insurance is to cover tenant's legal liability for damage to Landlord's property for no less than the following causes of loss: fire, smoke, explosion, backup or overflow of sewer, drain or sump, and water damage. If your possessions are stolen during a break-in or damaged by a fire or severe weather, a renter's insurance policy can help you to recover their value. If someone is injured during an accident in your home, renter's insurance can help protect you in a liability lawsuit. The property owner's insurance covers their physical property, but because it is not an owner-occupied unit, their insurance policy will **not** cover you or your personal property. You are responsible for obtaining renter's insurance to protect you and your personal property. The cost is minimal (most policies are less than a dollar a day) compared to the peace of mind you'll have knowing that you and your belongings are covered. Proof of renter's insurance must be given to LSI Property Management within 10 days of occupancy.

## PROPERTY INSPECTIONS

Upon move-in and move-out, a property inspection is performed. A detailed report with accompanying photos is used to document the condition of the property to protect both the tenants and property owners. Property inspections are also performed periodically to check for any maintenance or repair issues that need to be addressed for the tenant and to update the owner on the condition of their property. Tenants are required to turn in Move-In Condition Report within 10 days of occupancy.

### **DISCLOSURE NOTICE**

LSI Property Management often recommends or utilizes companies providing the following services: mortgage, home inspection, home warranties, home repairs, landscaping, pool service and improvements as well as other unrelated real estate vendors. LSI Property Management and its agents often provide services for some of the aforementioned settlement and service providers including selling, monitoring, and advertising/marketing their respective settlement services. LSI Property Management hereby advises you that it may receive compensation in connection with your real estate transaction from some of these settlement and service providers for services rendered in accordance with applicable State and Federal law. The owner of LSI Property Management may have ownership interest in whole or part in other companies which provide services to LSI Property Management and or individual properties under management. By your signature below, you acknowledge receipt of this disclosure.

### **RENT PAYMENT POLICY**

Rent payments are due on the first of each month and late on the second of the month. Payments may be made to LSI Property Management through either the tenant portal on our website at [www.LSIPropertyManagement.com](http://www.LSIPropertyManagement.com) or at any 7-11 or CVS. Online payments can be set up as recurring payments that will be automatically with-drawn from your account or you can initiate the online payment yourself each month. If you initiate a rent payment online and the funds are not available, a \$100 NSF fee will be applied to your account as well as all late fees as per your lease agreement. We reserve the right to report to local and national credit bureaus in any case of any unpaid charges, skips, and/or evictions.

### **FEES AND COLLECTION COSTS**

You will be responsible for all magistrates' fees, court costs, legal fees and collection fees incurred by efforts to collect rent due. Fees are due whether or not legal eviction was granted by the courts. All applicable notice posting fees will be charged when rent is late. If you pay rent prior to the posted notice's expiration date, please let us know and we can possibly stop the legal proceedings. However, the notice posting fee will still be charged.

### **OCCUPANCY AND ROOMMATES**

If you are renting the premises with other tenants, please remember that you are each jointly and individually responsible for the entire lease agreement. Do not incorrectly assume that if you pay "your part" of the rent that you are relieved from any further responsibility. The rent is one total amount. It is not divided up and apportioned to each tenant individually. If one tenant causes default or late payment, the consequences can affect all other tenants.

### **PARKING**

All vehicles must be parked in permitted spaces. If the property has a garage, the garage must be used first and then the driveway (if allowed by the HOA). It is the Tenant's responsibility to register their vehicle with the HOA. Neither the Owner/Landlord nor property management company are responsible for any towed vehicles, or costs incurred due to towing.

## **SECURITY DEPOSIT**

*Your security damage deposit is made by you to indicate good faith, and that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be billed for the balance. Your security damage deposit is not to be used for the last month's rent. If there is no intention to impose a claim on your security deposit, it will be returned to you within 30 days from the end of your lease and/or vacating of the premises. The premises must be returned in the same condition as it was rented. In the event that damage was caused to the property, its contents, appliances or landscaping, or if your deposit was not sufficient to cover the cost of cleaning and repairing the property, you will be notified by certified mail of the claim within thirty days. Please read through the following pages regarding maintenance and repair requests, normal routine maintenance for which tenants are responsible, and expectations upon move out for further information.*

## **PETS**

Keeping pets on the premises is a privilege, not a right. Tenants must submit a pet application with appropriate fees, which must be approved by the management office for each individual pet. Otherwise, pets are expressly prohibited. Pets are permitted only on certain premises with prior approval of the owner/landlord. If you desire to have a pet, you should contact our office first and go through the pet application process before bringing the pet onto the property. Having a pet on the premises without permission will result in a fine of \$1000 and could be grounds for termination of your lease. Absolutely NO pet-sitting or visiting is permitted at any time, no matter how short the stay. This will be an automatic fine and breach of contract.

## **DOOR LOCKS and REKEY FEE**

One door on the property will be equipped with an electronic locking system. It is the tenant's responsibility to maintain door combination lock mechanism in working condition, including but not limited to replacing batteries, if necessary. Tenant agrees a \$15.00 per month fee will be assessed for the use and convenience of electronic door lock mechanism. LSI Property Management may gain access after notice of entry is served and if necessary, rekey the property. It is tenant's responsibility to make sure we are provided a copy of the key if you choose to rekey the property during your tenancy. Tenant is aware a \$150 rekey fee will be deducted from the Security Deposit at time of move out.

## **DISTURBANCES, NOISE AND NUISANCE**

All Tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud or lewd music, vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leased, it is considered too loud.

## **EARLY TERMINATION OF LEASE**

If you move out or need to terminate your lease prior to your lease end date, there will be a re-letting fee equal to one month's rent due at the time your move out notice is given. Once you pay the re-letting fee, the property will be advertised in effort to locate a new tenant. You are responsible for paying the rent until the property is leased or your current lease expires. In addition, you will be responsible for any and all expenses incurred by the landlord to include re-key, maintain landscape, and utilities while the property remains vacant during your lease period.

Tenant is liable for a reletting charge equal to one month's rent if the Lease is terminated for any of the following reasons: (a) failure to give written notice 30 days prior to move-out; (b) Move-out without paying rent in full for the entire Lease Term or renewal period; (c) Move-out at our demand because of Tenant's default; (d) Tenant is judicially evicted; or (e) Tenant surrender. Reletting charge is NOT a cancellation fee and does not release Tenant from any other obligations under this Lease. Tenant must also make owner whole if any "Move-In Specials" or discounts are given on rent when a new tenant is found.

### **NORMAL INSECT CONTROL**

It is Tenants obligation to do normal insect preventative maintenance. If an insect problem persists, please enter a maintenance request and we can assist with securing pest control service, which would be charged to your account.

### **RODENT CONTROL**

If you have ordinary mice, you can purchase several common controls such as repellent, bait, and traps at grocery or garden supply stores. It is important to treat this issue early as rodents breed rapidly. Look for trails and droppings to determine the best places to set your traps. If you see rats or large rodents, please enter a maintenance request and we can assist with securing pest control service, which would be charged to your account.

### **LANDSCAPE AND POOL CARE**

When indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering. If there are sprinklers, monitor the level of water needed. All requested landscaping improvements or changes must be submitted in writing and approved, and must meet any applicable HOA requirements. If you have questions, please LSI PROPERTY MANAGEMENT at [lvpropertymanagement@lsilife.com](mailto:lvpropertymanagement@lsilife.com) for additional help or instruction. If you have sprinklers or an irrigation system that is not working, please submit a maintenance request. Keep all landscape watered unless a Homeowner's Association specifically controls it. Pick up all pet droppings on the property, even if you do not have pets. If you have pets, please keep them from causing damage. This includes digging holes and/or tearing up grass in the yard. If there is a pool, it is necessary to maintain the water level and run the filter regularly. Please report any problems with maintaining the water level, as this may indicate a leak in the pool or its plumbing. Maintain chemical treatments and cleaning as necessary.

### **HOA's**

if the Premises is located in an HOA, Tenant is aware it is their responsibility to contact the HOA for the bylaws and adhere to same. Tenant will be charged \$45 for any HOA notices received as well as any fines or assessments from the HOA.

### **SMOKING**

Smoking is NOT permitted anywhere on the property. HOA Tenant must abide by the homeowner's association rules and regulations for smoking on common grounds.

### **TENANT REQUIRED REPLACEMENTS**

Tenants are required to perform minor routine maintenance. This includes but is not limited to the following:

- Replacement of burned out light bulbs with the correct type/size. Please do not use light bulbs in excess of 60 Watts. Vanity lightbulbs should match original bulbs in shape, color, and wattage.
- Replacement and/or cleaning of furnace and air-conditioning filters. Replace with the correct type/size at least every three months. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.
- Replacement of smoke alarm batteries. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working properly, try replacing the batteries. If new batteries still do not work, enter a maintenance request through the online portal on our website immediately. You should test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working. Do not disconnect or remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.

### **CARPETS AND FLOORING**

Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy and when moving at their own expense. Keep floors vacuumed. Immediately clean up spills to prevent stains and damage. Do not use wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate; do not use home floor cleaning machines. Upon move-out, tenant must provide a receipt for professional carpet cleaning. Otherwise, a fee will be deducted from tenant's security deposit to pay for professional carpet cleaning. Should flooring be damaged beyond normal wear and tear during occupancy, the tenant will be liable for the cost of repair or replacement.

### **WINDOWS AND WINDOW FURNISHINGS**

Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy and when moving at their own expense. Check curtains before washing to see if they are washable. If not, tenant should have curtains dry cleaned. Wipe all blinds with soft dry cloth or with products designed for the blinds. Close windows against weather elements when appropriate to avoid damage to interior. Close doors and windows when leaving the residence.

### **GENERAL CLEANING AND MAINTENANCE**

In kitchens, clean up food crumbs and spills quickly to discourage pests. Clean oven and stove hood vents regularly to avoid potential grease fires. Refrigerator coils should be vacuumed and cleaned regularly to help the unit run more efficiently and avoid unnecessary repairs. In the event of a clogged garbage disposal, only liquid drain cleaner which is recommended for use on garbage disposals may be used. Do not leave oven on and unattended when leaving the house at any time. Do not allow grease build up - this can cause fires. If the oven is a continuous clean oven, do not use a commercial oven

cleaner, such as "Easy Off." This will ruin a continuous clean oven. For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth **after** oven cools. Do not leave oven on high heat for longer than 3 hours. For self-cleaning ovens, follow the cleaning directions, usually located on the top of the stove/oven. For regular ovens that are not continuous or self-cleaning, use a commercial oven cleaner, such as "Easy Off", and follow product directions. Prevent mildew and mold from accumulating in bathrooms. If mildew and mold appear, use a product such as X-14 or Tilex as directed to remove immediately. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan or window while taking showers and for a reasonable time afterward to ventilate remaining steam. Keep your drains free of grease, hair, lint, sanitary products, foreign objects (ex. toys, tools, paint etc...) and food, which can clog them if they are not flushed out occasionally with a good chemical drain cleaner. The owner will pay only for stoppages that are caused by faulty construction, such as mortar or stones in the sewer, or by tree roots.

### **WOOD BURNING FIREPLACES**

Always be sure to open the damper before starting any fire. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Instead, use woods such as oak, almond, walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Always use a fireplace screen when using the fireplace to prevent damage and reduce risk of firespread, particularly to the carpet. Check to see if fireplace coals are cold before removing from the fireplace. Never store hot or warm coals in a combustible container (garbage can, paper bag, etc.), or near combustible products. Never store the coals in the garage or against the house.

### **CHRISTMAS TREES, HOLIDAY DECORATIONS, AND LIGHTS**

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. Properly dispose of Christmas trees in accordance with city and/or county rules and regulations. All holiday decorations or lights must be removed within 7 days following the holiday.

### **OTHER ITEMS AND OBLIGATIONS**

1. If for any reason management of the Premises is terminated during Tenant's lease, if there is an outstanding balance owed by the Tenant, Tenant agrees this balance will be deducted from the Security Deposit prior to transfer.
2. Month-to-month/holdover tenancy will result in Tenant being charged rent in the amount of \$100 Month to Month Fee and 20% of the base rent due under this Lease for entire period that Tenant refuses to surrender possession of the Premises.
3. Tenant shall not commit, nor allow to be committed, any waste on the Premises, or nuisance, nor shall tenant use or allow the Premises to be used for any unlawful purposes. Being a habitual disturbance by loud noise or other type of disturbance to other tenants and/or neighbors on a consistent basis (two or more complaints within a 30-day period) will be cause to terminate the Lease.

4. Tenant will be responsible for any fine and/or violation that is imposed on the Owner/Landlord due to Tenant's negligence, acts or omissions.
5. Tenant shall abide by all Federal, State and Local laws.
6. Absolutely no hazardous materials are permitted to be in or around the Premises at any time.
7. Tenant may not use or store Kerosene or space heaters at any time in or around the Premises at any time.
8. Charcoal or gas barbeque grills may not be used inside the Premises or within ten (10) feet of any overhang of the Premises.
9. Trampolines are not permitted on the Premises.
10. Tenant must obtain written permission to install a satellite system or antenna on around the Premises.
11. Tenant may not use windows, decks or balconies for the purpose of drying laundry.
12. Tenant may not store or park a recreational vehicle, commercial vehicle, or watercraft on the Premises without Landlord's prior written consent.
13. Tenant may not hang or place any signs on or about the Premises.
14. Tenant understands and acknowledges that, although Landlord makes every effort to make the Premises safe and secure, this in no way creates a promise of security.
15. RADON GAS: Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Nevada. Additional information regarding radon and radon testing may be obtained from your county health department.

## **Maintenance & Repair Requests**

All maintenance and repair requests are handled through the tenant portal on our website, [www.LSIPropertyManagement.com](http://www.LSIPropertyManagement.com) or by calling our maintenance line at 888-325-2692. It is the responsibility of all tenants to report all maintenance and repairs needed.

If your maintenance or repair request is a non-emergency, your work request will be addressed within 24-48 business hours. We will assign a vendor to contact you to make a repair appointment. Tenants are asked to be present for the repair appointment. Failure to be present may result in additional service fees being charged. Tenants are responsible for normal minor maintenance (expenditures under \$100) such as lightbulb replacements, smoke alarm batteries, HVAC filter replacements, etc. Entering maintenance/repair requests for these types of items may result in an additional service charge to tenant. Repair charges may also apply if it is determined that tenants are responsible for damage to property.

Please keep in mind that not every problem can be solved immediately. You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Example One: If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items - i.e. food, medicines, etc. - from spoiling. The owner's liability insurance will not cover your loss. Call the office immediately, but do not assume that a service call will be made within a few hours. It may take longer to have the appliance repaired or replaced.

Example Two: If you have a flood resulting from an air conditioner drain, water pipe leak, or sewer line backup - it is your responsibility take reasonable steps to keep the problem from getting worse: turn off the AC system, shut off the water, don't continue putting water and waste into the sewer, etc. Also, do what you can to protect your personal property from damage. The owner's liability insurance will not cover your loss.

If you continue to have issues with the same item after a repair has taken place, please enter a workorder online or our maintenance line at 888-325-2692 and let us know that you had a recent repair but there is still a problem. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

For after-hours emergencies where tenant safety or major property damage is in question, please call 888-325-2692.

### **UNAUTHORIZED REPAIRS**

Do not make any repairs or authorize any maintenance without written permission. Except as provided in the Landlord Tenant Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

## **Move Out Steps and Expectations**

### **30 Day Notice to Vacate**

The first step in preparing to move out is to turn in a 30-Day Notice to Vacate. All notices shall be recorded for the first of the month after turned in and is for move out at the end of that same month. For example, if you turn in the 30-Day Notice to Vacate on June 15, the 30 days is in effect beginning July 1 for move out on July 30.

When you are ready to move, the following will be required to avoid additional claims against your security deposit.

### **Cleaning**

Clean the interior and exterior of the property thoroughly. This includes cleaning vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, stove pans, sinks, toilets, bath tubs, showers, vanities, light fixtures, ceiling fan blades, fireplaces, removal of cobwebs inside and out, etc. In general, the property is to be left in the same clean and well-maintained condition as when you rented it. You are responsible for any above normal wear. Tenant should refer to their lease for any additional move-out cleaning requirements.

### **Replacements**

Tenants are responsible for replacing light bulbs, HVAC and water filters, and smoke detector batteries. These items must be IN PLACE AND WORKING to avoid charges. Please change the HVAC filter(s) monthly and just before vacating the property.

### **Landscape**

The property is to be neatly mowed, trimmed, pruned, weeded, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease. Pick up and dispose of any animal droppings.

### **Trash**

If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.

### **Additional Note**

All of our properties are smoke free residences, so smoking is NOT permitted inside the premises by tenants, guests or invitees. Tenant understands that smoking inside the premises shall be considered a material default under this lease agreement and that smoke related damage shall not be considered ordinary wear and tear.

### **Move Out Inspection**

Move out inspection will be performed only after all tenants have vacated the property and removed all belongings from the premises. Please contact your property manager via email or phone prior to your move out to schedule your move out inspection.

### **Key Surrender**

Once you have scheduled the move out inspection, we will let you know when and where to leave the keys and any openers/fobs. Property will not be considered vacant until keys have been surrendered. All keys and openers/fobs which tenant received at move in must be returned at move out.

### **LEASE AND ADDENDUM**

If any part of the Tenant Handbook, Lease or any addendum is not valid or enforceable, binding, or legal, it will not cancel or void the rest of the agreements. The remainder of the agreements will continue to be valid and enforceable by Landlord, to the maximum extent of the laws and regulations set forth by local, state, and federal governments. No modifications of the handbook, lease or addenda will be valid or enforceable unless in a signed writing by all parties hereto. The terms of this handbook shall control over any inconsistent terms contained in the tenant's Lease or addenda.