



**- Property Management -
What Is Your Problem? Systems, Learn New Laws,
And Knowledge To Assist You**

CE.7155000-RE

**This Course Is Approved By The NV. R.E. COMMISSION
For 3 Live Classroom
Property Management or General Credits**



NOTICE

FOR THE PRIVACY OF OUR PATIENTS
USE OF CELL PHONES, VIDEO
RECORDING, AUDIO RECORDING,
STILL PHOTOGRAPHY AND
LAPTOPS IS STRICTLY PROHIBITED

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We Are Recording
This Session



**We Are Recording Live!
Could It Be Someone
Else In The Chat?**



NAC 645.4438 Approved courses:

Award of certificate of completion and inclusion of name on roster of attendees.

(NRS 645.190, 645.575)

1. To Receive A Certificate Of Completion For An Approved Course And Have His Or Her Name Included On The Roster Of Attendees Which The Sponsor Of The Course Submits To The Division Pursuant To Paragraph (B) Of Subsection 4 Of Nac 645.455, A Student Must:

(A) Direct His Or Her Attention To The Instruction Being Provided And Refrain From Engaging In Activities Unrelated To The Instruction; And

(B) Refrain From Engaging In Activities Which Are Distracting To Other Students Or The Instructor, Or Which Otherwise Disrupt The Orderly Conduct Of A Class, Including, Without Limitation, The Use Of Cellular Telephones, Laptop Computers, Tablet Computers Or Other Electronic Devices.



What Is *Your* Problem?

Systems, Learning New Laws, And Knowledge To Assist You.

Course Objective:

To Make You Aware How To Manage To Avoid Major Issues.

Do You Have An Operations Manual With Checklists?

Do You Know How The Judge Determines Responsibility?

How Do You Win In Court? ... Or Not.

Does Evidence Trump Testimony?



Property Management Class:

- What Are The Issues With **The Property**
- What Are The Issues With **Owners**
- What Are The Issues With **Tenants**

What Are The Solutions?

Are There Grey Areas?



- Zoomers Put Your Answer In Chat.
Classroom Write Your Answer Down.

What Is One Of Your Biggest Challenges With Owners?

What Is One Of Your Biggest Challenges With Tenants?

What Is One Of Your Biggest Challenges With Property Damages During Lease Period or Move Out?



The Property Operations:

Systems In Place That Handle ALL The Various Scenarios.



The Players Who Run The Systems:

- PM - Property Manager
- PMC - Property Manager Co-Ordinator
- PI - Property Inspector
- TC - Tenant Co-Ordinator
- Accounting Department
- Broker
- Leasing Agent Depending On Volume



New Property To Manage? Begin With

Home Inspections! Inside And Out -A Must!



New Property To Manage?

Begin With - Home Inspections! Inside And Out -A Must!





The Property:

Do You Want To Manage This Property?

Mechanical Condition

Appliances

Landscaping Condition

Cosmetic Condition

Rodents / Inside Insects / Scorpions

Previous & Current Tenant History



The Property:

Inspections Will Alert You To All Issues.

And, Owner **May** Not Be Aware.

Inspect The Condition When You Agree To Management.

The Cost Of The Inspection Is Like Insurance.

1.00



Play (k)

▶ ◀ 🔊 0:00 / 5:04

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The Property:

Regarding The Property Condition Inspections-

- Review Results For Potential Conflicts.
- Eliminate Confusion If Tenant Occupied:

If Any Mechanical/Electrical/Appliance/Landscaping Issues:

Determine If The Tenant Is Responsible.

Or Is The Owner Responsible?



The Property:

Previous Management:

Owner, PM Company, Or Never Rented

Move In and Move Out Inspection History.

Reports With Photos

Interim Evaluations

Reports With Photos

TITLE	OPERATIONS MANUAL	PAGE
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Your Continuing Education Source

Why? Want To Grow? Scale!

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Why?
Want To Grow?
Scale!

The Beginning= The Property:



PROPERTY MANAGEMENT NEW OWNER/NEW PROPERTY CHECKLIST

Property Address _____
City _____ Zip _____
Owner _____

Projected Available Date: ____/____/____

Date: Initials:

- ____ PM Receives New Owner Lead, Schedule Appointment
- ____ PM Contact Owner-Request Keys
- ____ PM Email Owner Pg.9-13 PM Agreement & List Of What To Bring At Signing.
Email Owner The Lease Agreement And Other Documents.

- ____ PM Best Practices: Meet With New Owner(S). Read & Explain The PM Agreement.
- ____ PM PM Agreement And Keys Are Received. Owner To Provide All Gate Remotes, Mailbox #, Garage Remotes, CCR's, Community Access Codes, Parking Space #, Mention Sewer & Trash In Owners Name

- ____ PM Owner To Pay Setup Fee Of \$250 Check, Give To Accounting:
PM Agreement, Itemized Fees, Check Request For PM Referral Fee
- ____ PM Put All Information In App Folio - Upload All Executed Documents
- ____ PM Create Folder On Server N Drive - Our Server For Redundancy
- ____ PM Enter Owner Into Outlook Contacts- Put Owner On Monthly Mailing Newsletter
- ____ PM Enter Good Marketing Remarks, All Property Data, And Photos Into Appfolio
- ____ PM Enter Listing Into MLS, Email Copy To PM, Place Onto N Drive -
Photos, Remarks- Look At Other Similar Listings
- ____ PM Enter Information On Whiteboard

- ____ PM Order Property Inspection For Mechanical, Electrical, And Appliances
- ____ PM In Addition, PM Performs New Property Evaluation, Turn ON All Faucets,
Flush Toilets, Run Showers, Check Air Filters, Open All Doors, Blinds Must Have
Wands, Condition Of Carpet, Condition Of Landscaping, Report Any Issues To
TC&PMA
- ____ PM Update Evaluation Calendar When Tenant Is In Place
- ____ PM Assign Key Number, Enter Key Number Into Owner Contacts, Put Key Into
Key Box
- ____ PM Put Lockbox On Property Add Mechanical Lockbox Number To Sheet
- ____ PM Give Report To New Owner And Upload To Portal.

- ____ TC Order Repairs If Needed, Consult W/PM



One Time Tenant Placement Checklist

Projected Available Date ___/___/___

TENANT PLACEMENT CHECKLIST

Owner Wants A Tenant With No Property Management.

START DATE	FINISH DATE	TASK
___	___	PMC Sends Out Email To Potential Client
___	___	PM PM Agreement Appointment Schedule & Request For 1 Key For PI Sent
___	___	PM Out PI For Inspection
___	___	PM Order Photos From Professional Photographer-Repair & MLS Listing
___	___	PM PM Agreement & 3 Keys Are Received. Owner To Provide All Gate Remotes, Mailbox #, Garage Remotes, CCR's, Community Access Codes, Parking Space, Inform Owner To Put Utilities Under Owner's Name, Quote Estimate Time For Repairs, Collect Fee
___	___	PM Collect Fee, Give Accounting CK And Copy Of Contract
___	___	TC Schedule Repairs/Make Sure Home Is Rent Ready
___	___	PM Email PM Team W/Owner Name & Property Add, Date Available
___	___	PM Give All Monies, New Doc Recap, ACH, And W9 To Accounting
___	___	PM Give All Documents To TC For File Set Up
___	___	TC Create Purple Folder OR Upload To Appfolio
___	___	TC Enter Into Outlook Owner Contacts
___	___	PI Enter Information on Whiteboard
___	___	PI Give Address to Front Desk
___	___	PI Enter Key No. Into Owner & Tenant Contacts, Put Keys Into Keybox
___	___	PI Put Keys In an Envelope and Cabinet
___	___	PI Order Sign
___	___	PMC Enter Listing into MLS, Email Copy to PM, Place Copy In Appfolio- Put Lockbox on Property
___	___	PI Assign Electronic Lockbox on Supra Web
___	___	PI
___	___	PI Once Property is Rented- Remove from White Board
___	___	PM Sign Lease- Forward to Owner- Close File & Turn into TC
___	___	TC File In "Old Property", Section in Filing Cabinet

PI ___ Date ___/___/___ PM ___ Date ___/___/___ TC ___ Date ___/___/___

JA/RA ___ Date ___/___/___ PMC ___ Date ___/___/___

PROPERTY MANAGEMENT

Property Address _____
City _____ Zip _____
Owner _____

Information Source



PRE: MLS Application Checklist

Projected Move In Date: ___/___/___

Date: Initials:

- _____ PMA Collect \$75 Application Fee Per Person. Total Collected \$_____
- _____ PMA Collect GLVAR Application-Complete With Signatures (Last Page)
- _____ PMA Obtain Copies Of Drivers License Or Government Issued Photo ID
- _____ PMA Print Current MLS Listing For File
- _____ PMA Run Credit Reports For All Applicants on Appfolio, # Of Applicants _____
- _____ PMA Receive Credit Reports For All Applicants
- _____ PMA Send VOE by Fax or Email (Employment Verification)
- _____ PMA Receive VOE (Employment Verification)
- _____ PMA Send VOR (Rental Verification) by Fax or Email
- _____ PMA Receive VOR (Previous Rental History Verification)
 - A) Tax Star (From Clark County Assessors Webpage)
 - B) Completed Form
 - C) Letter From Landlord
- _____ PMA Identify Realtor Who Opened Door (Supra Lockbox)
 - Company Name: _____
 - Realtor Name: _____
 - W9 For Brokerage Obtained To Pay Agent!



NO MORE WHY?
?FAIR HOUSING



INCOME = 3
TIMES RENT
-EXPENSES?

- _____ PM Approve Or Deny Application After Review With Owner
- _____ PM Notify Applicant Of Decision
- _____ PM Notify PMA Of Approval Or Denial (PMA Will Start A Move In Checklist If Approved), If Denied PMA Is To Email PM Team Property Is Still Available







[← All criteria templates](#)

Screening Criteria Template

[Edit](#)

Template Information

Template Name General Screening Criteria Template

Income

Credit History

No Credit File/Score Manual review required

Credit Score

Result	Score
Criteria met	620 or higher
Criteria not met	619 or lower

Bankruptcies

Result	Bankruptcies
Criteria not met	Any open bankruptcies
Manual review required	Any discharged bankruptcies within the last 5 years

Accounts in Good Standing

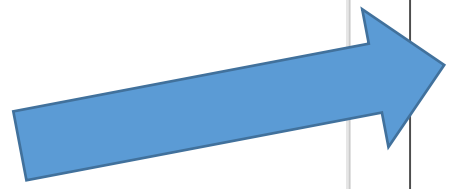
Result	Percentage of Accounts in Good Standing
Criteria met	At least 100.0% of accounts are in good standing
Criteria not met	Less than 100.0% of accounts are in good standing

Accounts in Collection

Result	Accounts in Collections
Manual review required	1 or more accounts in collections

Calculation Excludes Accounts less than \$500.00
Medical Accounts

MOVE IN CHECKLIST



PROPERTY MANAGEMENT

Property Address _____
City _____ Zip _____
Owner _____

Move In Inspection Check List

Date ___/___/___

Date: Initials:

- _____ PI/TC Prepare Key Package
- _____ PI/TC Schedule Move In Inspection With Tenant
- _____ PI Prepare Inspection In Appfolio
- _____ PI Perform Move In Inspection (Take key package and money Receipt.)
- _____ PI Retrieve Lockboxes
- _____ PI Scan Inspection Report If Not Using Appfolio - Internet May Be Weak
- _____ PI Process The Move In Inspection Findings -upload repairs needed to Appfolio

- _____ PI/TC Send Email To Notify Owner - Inspection In Their Portal
- _____ PI/TC Send Email To Tenant About Repairs

- _____ PI/TC Order Sign Down
- _____ PI/TC Un-assign Electronic Lockbox From Supra Web
- _____ PI/TC Register Tenant With HOA And Email HOA Guidelines
- _____ PI/TC Upload HOA CC & R's To Appfolio Property Page

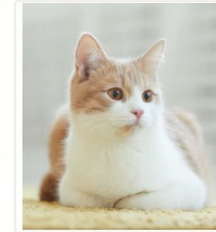
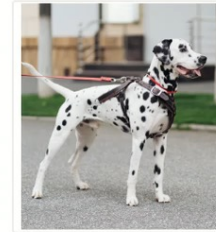
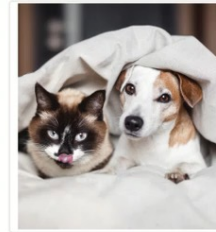
- _____ TC Update Website RentHome.Vegas
- _____ Check PM Agreement -Lease Renewal Fee And Add To Tenant Page In Appfolio
- _____ Update Interim Inspection Calendar and Lease Renewal Calendar





Pet & Animal Policies

WWW.LasVegas.PetScreening.com



Welcome to Love Las Vegas Pet Policy!

We strive to provide mutual accountability and responsibility for the benefit of all our residents. It's imperative that ALL our residents fully understand and acknowledge our pet and animal-related policies. This ensures we have formalized pet and animal-related policy acknowledgments and more accurate records to create greater mutual accountability.

The following is the pet policy of LOVE LAS VEGAS REALTY which was developed in cooperation with our individual owners who will consider pets within their properties and in keeping with federal law. 🐾 The purpose of this policy is to provide standards to insure the best possible environment for both pet owners and non pet owners and to insure the responsible care of pets. All tenants and applicants will read and sign a copy of this policy.

We use a third-party service, 🐾 PetScreening, to ensure all applicants understand how to adhere to the property's pet and animal policies, even if you do not have a pet or animal. All applicants should complete a Pet, No Pet, or Animal Profile.

Please get started by selecting a profile category on our landing page.

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MOVE IN INVENTORY CHECKLIST.

What Appliances/Equipment Owner Supplies Must Be Replaced By Owner If Necessary.

PROPERTY MANAGEMENT

Property Address _____

City _____ Zip _____

Owner _____

Appliance Inventory

New Property /Move-In/Interim Inspection/Move-Out

Date : ____/____/____

Appliance	Yes	No	Functional/Non-Functional			Note
Refrigerator			Y	N	U	
<i>Side by Side, Ice maker</i>						
Dishwasher			Y	N	U	
Stove			Y	N	U	
<i>Gas / Electric</i>						
Oven			Y	N	U	
<i>Gas / Electric, Built-In</i>						
Microwave			Y	N	U	
Washer			Y	N	U	
Dryer			Y	N	U	
<i>Gas / Electric</i>						
Water Softener			Y	N	U	
Reverse Osmosis			Y	N	U	
Pool Heater			Y	N	U	
Pool Equipment						
Spa Equipment			Y	N	U	
Satellite Dish			Y	N	U	
Blinds/Windows Curtains			Y	N	U	



NOTE: _____

Signature Tenant1: _____ Date: ____/____/____

Signature Tenant 2: _____ Date: ____/____/____

Signature Owner 1: _____ Date: ____/____/____

Signature Owner 2: _____ Date: ____/____/____

PROPERTY MANAGEMENT

Property Address _____

City _____ Zip _____

Owner _____

Lease Renewal Checklist

Lease End Date ___/___/___

Date: Initials: PM/TC _____ Renew _____ Not Renewing

- _____ Run MLS Comps
- _____ Email Owner For Approval Of Rent & Term
- _____ Check Appfolio For Latest Inspection. Date _____
- _____ Do 9th Month Inspection
- _____ Check The Security Deposit And Tenant Ledger For Any Issues
- _____ Complete Lease Renewal
- _____ Email & Mail Lease Renewal To Tenant (No Response-Automatic Month-Month & Rent Increase By 10%)
- _____ Once Signed Lease Renewal Is Received From Tenant Give To PM For Signature

- _____ Not Renewing - Inform Tenants To Submit 30 Day Notice Or Of Rent Increase
- _____ Email Copy Of Executed Lease To Tenant/Owner (BCC)
- _____ Scan & Upload Executed Lease Renewal To Appfolio & Server
- _____ Update Lease Amount, Renewal Dates, & Term Date In Appfolio
- _____ Check Property Management Agreement For Lease Renewal Fee
- _____ Email Lease Renewal Check Request

Tenant needs 45 days' notice, at the least, to respond before increase in rent. |
(EXAMPLE: If Lease Renewal is December 31st, send Lease Renewal the first week of November)
Laws May Change In 2023. Modify This Checklist IF Law Changes Notice Days.

LEASE RENEWAL CHECKLI



Move Out Instructions



Dear Valued Tenant(s),

We have received your 30-day notice to vacate, see below for move in requirements. If you need assistance searching for your new home, we are more than happy to assist you!

Our office will contact you to schedule your move out appointment. During this time, you will return all keys, remotes, and our inspector will complete the move out evaluation. **All belongings must be removed from the property. Utilities are to stay on until the day after your move out appointment.** Below is a detailed list of items to be documented:

1. Kitchen: Stove – clean all burners, clean under burners (lift top of stove), oven and oven racks broiler drawer pan and grill, stove hood, light and filter. Clean all cabinets and drawers. Replace any burned or cracked burner components
2. Bathrooms: Toilets – clean inside and out, all parts must be working properly
3. Tubs/showers/ tub enclosures/shower doors – clean and shine, remove all water marks, clean tracks
4. Mirrors – clean and shine and replace any broken mirrors, doors, glass and/or windows
5. Medicine cabinets and cupboards – clean inside and wipe down outside
6. Professionally clean and repair all carpets **please advise and provide receipt.** Wash floors, clean in corners, wax if appropriate
7. Landscape: Groom all grass, shrubs and trees. Pick up all debris. Beautify landscape. Watering system shall be in working condition
8. Wipe down washer and dryer, clean lint screens, wash floor, wax if appropriate
9. Clean out fireplace as needed, wipe down front and clean any glass
10. Replace **A/C filters.** Replace burned out light bulbs. Test and replace batteries in smoke alarms
11. Replace any broken fans/fan blades
12. Replace/repair/clean ALL grout and caulking
13. Wipe down walls where needed. Clean baseboards
14. Clean all windows in and out, including tracks, brush or hose down screens. Replace any missing screens. Replace any cracked or broken windows
15. Empty and clean all garbage containers.
16. **Any items such as furniture discarded at garbage bins will be charged to you upon move-out.**
17. Clean garage of ALL debris, oil and alike
18. **ASSURE THAT THE HOME IS IN A RENT READY/MOVE IN CONDITION**
19. Home will be rekeyed IMMEDIATELY following the Move out.
20. Satellite Dishes must be removed, and all holes must be properly fixed.
21. **ALL REPAIRS COORDINATED BY REPM LLC WILL INCUR A COORDINATION FEE.**

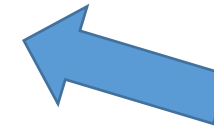
If you have any questions, please reach out to PM@relasvegas.net.

All The Best,

Move Out Letter With
Checklist.

Communication Is Key!

Mailed Return Receipt
Requested To Tenant's
Property Address.



MOVE OUT CHECKLIST



Property Address _____
 City _____ Zip _____
 Forwarding Address _____
 Owner _____ Tenant _____
 Rent _____ SQFT _____
 Initiate Date: ___/___/___ Move Out Date: ___/___/___
MOVE-OUT PROPERTY EVALUATION CHECKLIST

- Date: Initials: PM / PMA / TC
- ____ Receive 30 Days' Notice From Tenant & Notify Team
 - ____ Email Tenant - The Outline Of Requirements Upon Vacating And Inform Tenant Of Responsibility To Allow Showings
 - ____ Notify Owner Of Tenant Vacating
 - ____ When Owner Responds - Place On MLS With Owner Instructions
 - ____ Turn Utilities On In PM Name.
 - ____ Add Property Listing To Whiteboard

 - ____ Create A Clipboard And Hang All Docs On Peg Board
 - ____ List Property On MLS (Photos)
 - ____ Change MLS Showing Instructions To Vacant And Key Any
 - ____ Print Copy Of Listing And Pin To Clipboard

 - ____ Contact Tenant & Schedule Move Out
 - ____ Create Work Order & Email To Inspector
 - ____ Create Inspection Report On App Folio
 - ____ Place Inspection On Calendar
 - ____ Send Locksmith Work Order With Our Move Out Schedule/Info For Re-Key

 - ____ PI Perform Move Out Evaluation (Appfolio) Staff & Tenant Signature And/Or Initials At Bottom Of Inspection
 - ____ Collect Keys, Remotes-Complete Key Receipt, Include Forward. Address, Sing & Date
 - ____ Place M-Lockbox On Property W/Old Keys Inside
 - ____ Bring 2 New Keys To Office & Etc.

 - ____ Process Inspection On Appfolio - Create Work Order & Place Report In "N" Drive

 - ____ Update Tenant Contact In Outlook & App With Forwarding Address
 - ____ Order Repairs And Keep Track Of Invoices For Security Dispositions On Clipboard
 - ____ Complete Security Disposition W/In 30 Days Of Move Out
 - ____ Give Completed Security Disposition To Accounting -Certified Return Receipt
 - ____ Move Tenant Contact Information From Current Tenant To Old Tenant Folder In Outlook Contacts & Notify HOA Of Tenant Vacating Property.
- INSPECTION TIME:
 _____ 1,000 sf/2 Hours _____ 1-2 sf/2-3 hours _____ 2-3,000 sf/3-4 hours



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Move Out Disposition Explanation
With Invoices Attached.

Mailed Return Receipt Requested
To Tenant's Forwarding Address.

Property Address:	123 NOT SHOWN		
Tenant Name:	NOT SHOWN	Owner Name	NOT SHOWN
Forwarding Address:	NA		
Lease Start:	2/15/2020	Vacate Date:	8/4/2022
Lease End:	1/31/2023		
Security Deposit Deductions:	Invoice	PM Fee	Total
UPON MOVE OUT HOUSE WAS NOT CLEANED OUT PER MOVE OUT INSTRUCTIONS- CLEANING AND CARPET CLEANING WAS REQUIRED . Supporting photos from inspection **TENANTS BROKE LEASE WITH OUT NOTICE-SECURITY DEPOST WILL BE FORFEITED**	\$1,275.00		\$1,275.00
CARPETS WERE VERY DIRTY/SOILED WITH PET SOILED AND STAINED,PER REPORT - ALL CARPETING HAS TO BE DEEP CLEANED & LIVING ROOM CARPET NEEDS TO BE REPLACED- Full Security Deposit will be held for all repairs.	\$395		\$ 395.00
WALLS THROUGH OUT ARE DIRTY AND SCUFFED & SOME MISMATCHED PAINT PATCHES, BASEBOARDS ARE DIRTY, BLINDS & VERTICLE BLINDS ARE DAMAGED,VARIOUS NAIL HOLES,LIGHT BULBS OUT THROUGH OUT HOUSE,LANDSCAPING WAS NEVER MAINTAINED, PET FECES THROUGHOUT YARD,. Supporting photos from inspection	\$ 1,325.00		\$ 1,325.00
NON-REFUNDABLE KEY DEPOSIT	\$ 50.00		\$ 50.00
Carpet needs deep cleaning for full pet disinfection due to pet urine/smell	\$ 720.00		\$ 720.00
	Total		\$ 3,765.00
ACCOUNTING BREAKDOWN:	Deposits		
Security Deposit:	\$1,275.00		
Cleaning Deposit:	\$ 350.00		
Key Deposit	\$ 50.00	TOTAL DEPOSITS	\$ 1,675.00
Refundable Pet Deposit:		TOTAL DEDUCTIONS	\$ 3,765.00
Other Monies: OVERPAYMENT		REFUND/(PAYMENT)	\$ (2,090.00)
Total of Deposits Above:	\$1,675.00		
PREPARED BY:		DATE:	08/10/2022
APPROVED BY:			

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PROPERTY MANAGEMENT

Property Address _____

City _____ Zip _____

Owner _____

Owner And / Or Property Leaving

Start: Initials:

- ____ PM Owner Provides Written Notice To End Property Management Services
 - ____ PM Property Manager Acknowledges Cancellation W/ Owner & Responds
 - ____ PM Forward Request To PMA To Start Checklist
 - ____ PM If Money Is Owed To Company, Inform Owner
-
- ____ PMA Email Team with address and date requested to cancel management
 - ____ PMA Inform ACCOUNTING Not To Distribute Owner Distribution Until Approved
 - ____ PMA Ask ACCOUNTING For A Print Owner Statement For All Properties
-
- ____ PMA Check To Make Sure There Are No Unpaid/Pending Bills
 - ____ PMA Complete Owner Disposition & Print, Take To Ruth A For Approval Of Money Due /Owed By Owner
 - ____ PMA Give Copy Of Approved Owner Disposition Spreadsheet Signed By Ruth A To ACCOUNTING, So ACCOUNTING Can Distribute Monies Due
-
- ____ PMA Upload Copy Of ACH/ Check To Appfolio And N Drive
 - ____ PMA Ask ACCOUNTING For Final Owner Statement Showing \$0 In All Accounts
 - ____ PMA Move Owners Contact To Old Owners In Outlook Contacts
-
- ____ TC Ask ACCOUNTING For A Print Out Of Monies In Tenants Security Deposit
 - ____ TC Look For Any Outstanding Invoices That Tenant Is Responsible For
 - ____ TC Start Security Disposition
 - ____ TC After Move-Out Inspection Complete Security Disposition
*If Tenant Is Staying And Owner Is Transferring To A New PM Email Tenant A Deposit Release Permission Form To Sign And Return Copy Of Security Disposition So ACCOUNTING Can Transfer Monies.
-
- ____ TC Upload Copy Of Check To N Drive And Appfolio.
 - ____ TC Move Tenants Contact To Old Tenant In Outlook Contacts
-
- ____ PM Email All Information To New Management Company Or Owner
 - A: Full Lease Agreement Emailed To Owner
 - B: Additional Property Keys (include keys-keys box)/Remotes Released Release Form Signed By RecipMAent,
NAME: _____ Date: _____
 - D: Delete Key Number From Key List, Put Empty Key Tag In Cup
 - ____ PMA Outlook Calendar Updated In Lease Renewal And Interim Inspection Area
 - ____ PMA Upload All Documents/Reports To Cancelled Folder To N Drive.



DUTIES BY DEPARTMENT



Each Employee/Property Manager Is Assigned Duties That Are Identified In The Task Checklists.

This Provides A Job Description For The Property Inspector.

One Time Tenant Placement Checklist

- Enter Information On Whiteboard
- Give Address To Front Desk
- Enter Key No. Into Owner & Tenant Contacts, Put Keys Into Keybox
- Put Keys In An Envelope And Cabinet
- Order Sign
- Put Lockbox On Property
- Assign Electronic Lockbox On Supra Web
- Once Property is Rented- Remove From White Board

Lease Renewal Checklist

- None

Move Out Checklist

- 90 Days (9mo) Interim Inspection Completed & Tenant Moving Out
- Order Sign Up- Prior To MLS
- Tenant Is Contacted- Arrange Showings During The Last 30 Days of Tenancy, To Ascertain If A Lockbox Is Needed (Should Be Tenant's No. Or 335-7070)
- Contact Tenant To Schedule-Move Out Walk Thru Appointment
 - a) All Items Must Be Removed From The Home At This Time
 - b) Utilities Must Remain On For 5 Days After The Date They Vacate
 - c) All Keys/Remotes/Gate Keys/Receipt for Carpet Cleaning Must Be Returned At This Time
- Inspection, Photos Are Taken, Move Out Inspection Sheet Is Completed, Keys & Forwarding Add. Are Collected From Tenant
- Order Sign Up- Prior To MLS - Completed, Keys & Forwarding Add. Are Collected From Tenant
- Put Lockbox On Property
- Assign Electronic Lockbox To SupraWeb
- Change MLS Showing Instructions - Day Tenants Move Out.
- Notify Mike Rossman To REKEY Property (Return New Keys To PI-Keybox)
- Update File With Forwarding Address, Return Keys To Office
- Supra Key Info On MLS Listing - Email Entered
- Give Inspection Report To TC

New Owner / New Property Checklist

- If Home Ready For Rent-Take MLS Photos & 1st Time New Property Photos-25
- Perform New Property Inspection, (Turn On All Faucets, Flush Toilets, Run Shower, Check Air Filters, Open All Doors, Blinds Must Have Wands, Condition Of Carpet, Condition Of Landscaping) Report Any Issues To TC&PM
- Update Inspection Calendar-Review For Missing Dates, Report To PMC
- Assign Key Number, Enter Key Number Into Owner & Tenant Contacts, Put Keys Into Key box
- Order Sign
- Put Lockbox On Property
- Assign Electronic Lockbox On Supra Web
- Give Report To TC, TC To Order Repairs If Needed, Consult W/PM

PM Duties



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Property Manager Page 1

One Time Tenant Placement Checklist

- PM Agreement Appointment Schedule And Request For 1 Key For PI
- Sent Out PI for Inspection And Photos-Repair & MLS Listing
- PM Agreement & 3 Keys Are Received. Owner To Provide All Gate Remotes, Mailbox #, Garage Remotes, CCR's, Community Access Codes, Parking Space, Inform Owner To Put Utilities Under Owner's Name, Quote Estimate Time For Repairs, Collect Fee
- Collect Fee, Give BB CK And Copy Of Contract
- Email PM Team W/ Owner Name And Property Address, Date Available
- Give All Monies, New Doc Recap, ACH, And W9 To BB
- Give All Documents To TC For File Set Up
- Sign Lease- Forward to Owner- Close File & Turn into TC

Lease Renewal Checklist

- Email Owner For Approval Of Rent & Term-If Necessary
- Sign Lease Renewal- Returns Fully Executed File To TC

Move Out Checklist

- Notify Owner Utilities Need To Be Turned On In Their Name-Move Out, (cc Nancy on this email)

New Owner / New Property Checklist

- Confirms Appointment & Gather Information
- Agreement And Keys Are Received. Owner To Provide All Gate Remotes, Mailbox #, Garage Remotes, CCR's, Community Access Codes, Parking Space No . Mention Sewer & Trash In Owner's Name
- Give To BB CK, 2PG, 1PG, Itemize Fees
- Notify Owner To Put Utilities In Their Own Name
- Email Team W/Owner Name & Property Add, Date Available
- Give All Monies, New Doc Recap, ACH, and W9 to Accounting
- Give All Documents To Nancy For File Set Up
- Create 5 Tab File

Owner And/Or Property Leaving REMAX

- Owner Provides Written Notice To End Property Management Services
 - CC Ruth A Immediately
 - Get BB Trust Deposit Print Out - Categorized 3 Months Report Of OP Report Separate Month With Reserve - BB Not To Distribute Owner Distribution Until Approved By Ruth A
 - A: Addressed to: _____
 - B: Date Received: _____

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Property Manager Page 2

C: Date Requested To End Services: _____
D: PM Agreement Renewal Date: _____ PM Fees \$ _____
E: Lease Agreement End Date: _____
F: Has Owner Talked W/Ruth or John Ahlbrand: _____ Date: ____/____/____
If yes, find out what was promised before proceeding

___ Property Manager Acknowledges Cancellation W/Owner & Responds
A: Total All Outstanding Invoices/HOA Fees/Charges Etc. That Are Due \$ _____
B: Amount of Money Due To Owner \$ _____
C: Amount Due To REMAX \$ _____
___ Email PM Team W/Owner Name & Property Address & Date Available
___ Reserve Funds Sent To Owner DATE: _____

PRE: MLS Application Checklist

___ Collect \$60 Application Fee Per Person. Total Collected \$ _____
___ Collect GLVAR Application - Complete With Signatures (last page)
___ Obtain Copies Of Drivers License Or Government Issued Photo ID
___ Run All Application Documents
___ Run Credit Reports For All Applicants, # of Applicants _____
___ VOE (Employment Income Verification)
___ VOR (Previous Rental History Verification)
a) Tax Star (From Clark County Assessors Webpage)
b) Completed Form
c) Letter From Previous Landlord
___ Print Current MLS Listing For File (Put Property In Contingent Status)
___ Identify Realtor Who Opened Door(Supra lockbox)
Company name _____
Realtor Name: _____
W9 for Brokerage Obtained To Pay Agent
___ Approve or Deny Application
___ Notify TC Of Approval Or Denial (TC Will Start A Move In Checklist If Approved), If Denied, TC To Email PM Team House Is Still Available
___ If Applicant Is Denied, Change MLS Status To Available
___ File Denied Applicant Paperwork In Paper Folder
___ Notify applicant
___ Put Folders Together For Expediency(VOE, VOR, etc.)

PRE: APP CHECK LIST-Leased Unit/Move In

___ Create Lease/Notify PI For Key Package
___ Email PM Team W/Property, Tenant Name And Move In Date
___ Give BB Copy Of Page 1 - 2 Of Signed Lease With Funds
___ Check Request Form Submitted To BB(For Tenant Placement Fee & Agent Fee)
___ Sign Up Tenant Lease/Keys
___ Update MLS And Print Copy Showing Lease, Put In Paper File
___ Put Paperwork In 5 Tab Folder

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Property Manager Co-ordinator

PMC Duties

One Time Tenant Placement Checklist

- Sends Out Email to Potential Client
- Enter Listing Into MLS, Email Copy To PM, Place Copy In Purple Folder 25 pictures-remarks look at previous listing - Improve Them

Lease Renewal Checklist

- Run MLS Comps-If Lower-Notify Owner

Move Out Checklist

- Add Property To Top Section Of Whiteboard
- Place Listing Into MLS (With Photos) And White Board

New Owner / New Property Checklist

- Receives New Owner Lead, Schedule Appointment W/PM
- Contact Owner-Get Key-Send Out PI For Inspection
- Email Owner Pg. 9-14- PM Agreement & List Of What To Bring At Signing
- Enter Listing Into MLS, Email Copy To PM, Place Copy In Blue Folder 25 pictures-Remarks -Look At Previous Listing

Owner And/Or Property Leaving REMAX

- None

PRE: MLS Application Checklist

- None

PRE: APP CHECK LIST-Leased Unit/Move In

- Email Tenant CCR's-1-2 days Before Meeting PM
- Erase Property From White Board
- Register Tenant w/HOA

Customer Service Line

Obtain CC&R For All Current Properties



TC Duties

Tenant Co-ordinator

One Time Tenant Placement Checklist

- Schedule Repairs/Make Sure Home Is Rent Ready
- Create Purple Folder
- Enter Into Outlook Owner Contacts
- File In "Old Property", Section In Filing Cabinet

Lease Renewal Checklist

- Run Lease Renewal Report From Outlook Calendar
- Complete Lease Renewal
- Send To Tenant-1page(No Response- Automatic Renew Or Increase rental)
- Give Signed Lease Renewal To PM
- Update Outlook (Owner and Tenant Contacts)
- Update Lease Renewal Calendar
- Update Website
- Give Copy Of Page 1 Of Lease To BB
- Check Property Management Agreement For Lease Renewal Fee
- Give Check Request To BB
- Email Copy Of Lease To Tenant
- File Lease Renewal In Paper File

Move Out Checklist

- 90 Days (9 Mo) Interim Inspection Completed And Tenant Moving Out
- 60 Days Notice Lease Renewal Denial_/30 Days Notice-By Tenant
- Email PM Team With Property, Tenant Name and Move Out Date
- Tenant File Is Pulled & Put With Checklist In The Move Out Area On Desk
- Add Property To Top Section Of Whiteboard
- Notify PM of Notice So PM Can Notify Owner-MLS In Comp Price
- Nancy To Order Repairs & Keep Track Of Invoices
- Give All Outstanding Invoices To PM Once Repairs Are Complete
- Update Website
- Add To Lease Renewal Calendar
- Complete Security Disposition Within 30 Days Of Moveout,
- Give To BB And PMC
- Move Tenant Contact from Current Tenant to Old Tenant Folder
- Return Paper File To File Cabinet

New Owner / New Property Checklist

- Enter Into Outlook Owner Contacts - Check Documents For Completeness And Give To PMC
- Enter Into Website
- Enter Information On Whiteboard
- Give Address To Front Desk - And Ask BB To Put On List For Front Desk

Owner And/Or Property Leaving REMAX

- Tenant's Security Deposit Release
 1. Typed: _____
 2. Sent To Tenant: _____
 3. Signed By Tenant: _____
 4. Given To Barbara: _____
 5. Check Cut: _____
 6. Check Released: _____
- Outlook Calendar Updated In Lease Renewal And Interim Inspection Area



Tenant Co-ordinator

- Move Owner And Tenant Information To Proper Places In Outlook
- Disable Website Access To Owner
- Blue File Folder Moved To DEAD FILE drawer

PRE: MLS Application Checklist

- None

PRE: APP CHECK LIST-Leased Unit/Move In

- Scan Signed Lease And File And Email
- Update Outlook (Owners & Tenants) - move in inspection
- Add To Lease Renewal Calendar
- Update Website-Include 1st page of lease
- Schedule Any Repairs
- Order Pest Control
- Turn Off Utilities (If In REMAX Name)



Evolve, scale, & support:
Strategy for service



HR, Staffing, &
Recruitment

74%

Top Challenges in Rental Housing

*“Employees are exhausted from COVID-19. They are demanding higher pay. Hiring is extremely challenging. Recruiting maintenance is very difficult. Salary demands are high. Morale due to short staffing and higher expectations from residents is challenging. **The phones are ringing off the hook and we can not keep up with customer service and the instant gratification of wanting answers immediately.**”*

On Line Systems, Efficiency, Accounting, Documentation,
Service
On Line Portals



**6 Videos With Tim Kuptz.
Property Manager For 20 Years.
Tim Manages Over 1000 Doors.
PLUS
9 Videos With Sandra Thomas,
Property Manager For 20 Years**



1. Application Changes

<https://vimeo.com/823815365/3bb1c0d17f?share=copy>

2. Property Management Permits

<https://vimeo.com/823815704/876edf4fc9?share=copy>

3. Rent Control Coming

<https://vimeo.com/823815774/696777432f?share=copy>

4. Proposed / Passed Bills

<https://vimeo.com/823815495/ddabf352b4?share=copy>

5. View On Solutions To Court?

<https://vimeo.com/823816032/365ec5ab7f?share=copy>

6. Sources Of Information

<https://vimeo.com/823815948/bf897b25fc?share=copy>



Tim Discusses The New Bills/Laws, Differences In The 3 Courts.

- He Has Suggestions To Make The Court System Better.**
- He Has Suggestions On Information Sources.**
- Be Prepared To Comment On Each Video Topic Listed**

Application Changes 6 Minutes / AB298 (2023) Was Vetoed



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QUICK QUIZ QUESTIONS:

1. Broker receives \$100 bill deposit, returns- is it commingling to return 5 \$20 bills?

2. Repairs: Can PM manage repairs for carpet replacement, painting, appliance replacement, and toilet replacement that cost \$12,000?

3. Air Conditioning system dies: Is PM required to repair within 24 or 48 hours?



NRS 118A.380 Failure of landlord to supply essential items or services.

1. If the landlord is required by the rental agreement or this chapter to supply heat, air-conditioning, running water, hot water, electricity, gas, a functioning door lock or another essential item or service and the landlord willfully or negligently fails to do so, causing the premises to become unfit for habitation, the tenant shall give written notice to the landlord specifying the breach.

If the landlord does not adequately remedy the breach, or use his or her best efforts to remedy the breach within 48 hours, except a Saturday, Sunday or legal holiday, after it is received by the landlord, the tenant may, in addition to any other remedy:



QUICK QUIZ QUESTIONS:

4. May an unlicensed assistant working for a PM, file an eviction?

5. Can a PM require a tenant to pay the cost of filing and related costs of evicting the tenant?

6. A trust account goes negative. How long can it remain negative?



QUICK QUIZ QUESTIONS:

7. Tenant submits a bad check for any payment owing.
What can you do?

8. A Broker/PM may deposit \$_____ into trust account to
cover costs of maintaining account.



Habitability All Working

Owner



Tenant





QUICK QUIZ QUESTIONS:

NAME 5 OF THE 10 HABITABILITY REQUIREMENTS

HABITABILITY

1. Water Protection
2. Plumbing
3. Hot And Cold Running Water
4. Appropriate Fixtures
5. Sewage Disposal
6. Heating
7. Electricity
8. Adequate Trash Receptacles
9. Clean Grounds & Dwelling
10. HVAC-elevator-appliances Working
 - a) Ventilating, air-conditioning and other facilities and appliances, including elevators, maintained in good repair if supplied or required to be supplied by the landlord.



THE 5 HABITABILITY REQUIREMENTS

1. Water Protection
2. Plumbing
3. Hot And Cold Running Water
4. Appropriate Fixtures
5. Sewage Disposal
6. Heating (Not A/C – tenants often threaten to withhold rent without A/C)
7. Electricity
8. Adequate Trash Receptacles
9. Clean Grounds & Dwelling
10. HVAC-elevator-appliances Working
 - a) Ventilating, air-conditioning and other facilities and appliances, including elevators, maintained in good repair if supplied or required to be supplied by the landlord.



QUICK QUIZ QUESTIONS:

WARRANTY CO-PAYS

Question:

Who Pays?

Owner Decides.

Unless Habitability





QUICK QUIZ QUESTIONS:

Can I Break My Lease?

If your lease has an early move provision, you may be able to pay a certain penalty to move out.

This lease provision is usually valid unless the penalty is disproportionate to the actual cost to the landlord.

NRS 118.175 requires the landlord to re-rent the dwelling unit after you vacate and prohibits the collection of double rent(from you and the new tenant).

The landlord can charge actual damages incurred until the dwelling is re-rented.

Turning in your keys or providing written notice are two ways to limit your liability and trigger the landlord's duty to re-rent.



Can I Break My Lease?

In most cases, breaking the lease would allow the landlord to sue you for unpaid rent and vacancy loss charge (the cost of re-renting the unit and loss of rent due to your vacancy).

Usually, criminal activity near your unit or even at your unit would not provide you a legal reason to move out.

A common lease provision about safety or health is usually too vague to allow you to break your lease.

Your landlord must have violated a specific part of the lease to warrant a legal reason to move out (for example, the lease requires a working gate for the complex, but the landlord has not fixed it for some time). If you believe your landlord has violated the lease, see Repairs and Fixes.



QUICK QUIZ QUESTIONS:

Can I Break My Lease?

Exception #2: Breaking Lease Due to Domestic Violence

Under NRS 118A.345, if you or your household member is a victim of domestic violence, you may terminate the lease at the end of the current rental period... by giving the landlord written notice.

The domestic violence event must have occurred *within 90 days of the written notice*.

The tenant will need proof of the domestic violence either with an active temporary protective order, a police report stating domestic violence incident, or an affidavit by a physician, social worker, psychiatrist, or pastor.

Your landlord cannot provide the domestic violence perpetrator with your new information.

You are only *liable for rent owed through the date of termination* and other outstanding obligations.

The domestic violence perpetrator will be liable for all economic losses incurred by the landlord for you breaking your lease.

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The Word - Eviction - Is In The Lease 1 Time. Many Court Hearings Are For Non-Payment Of Rent.

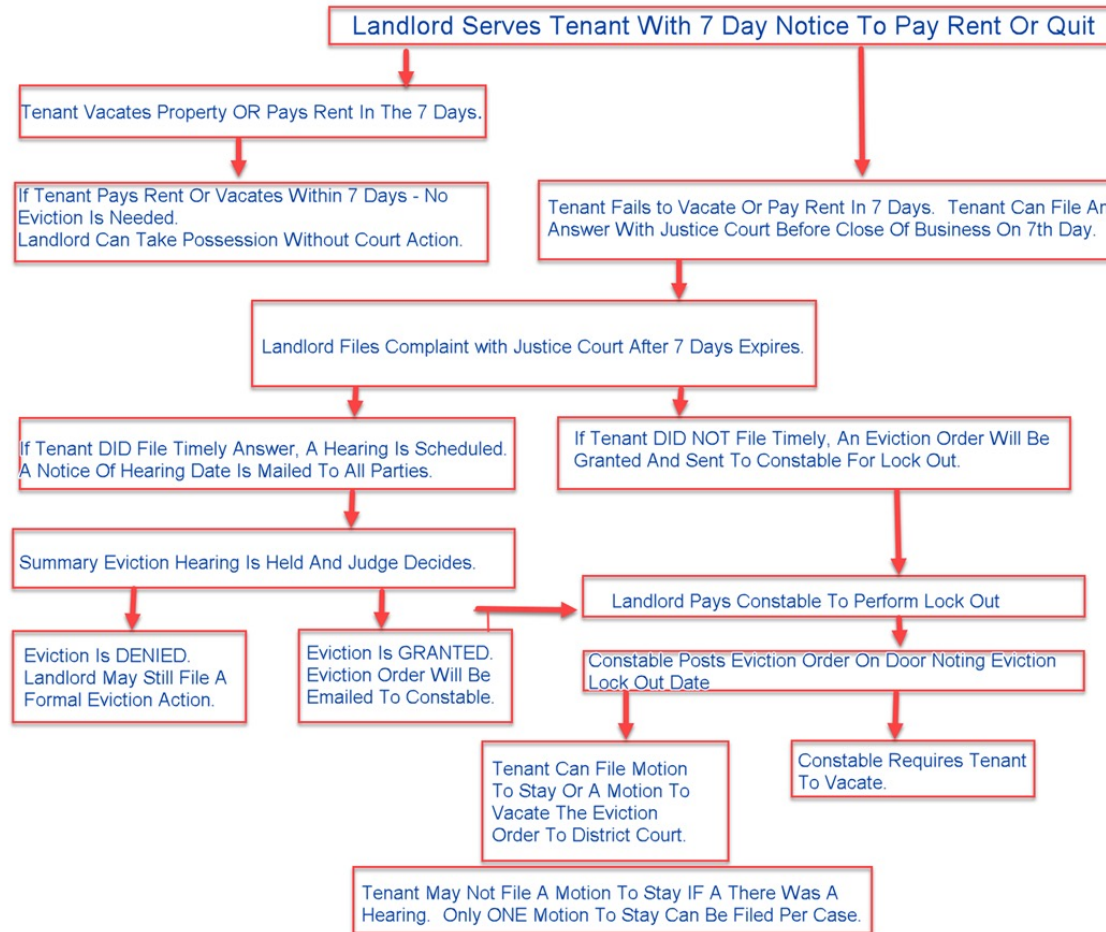
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☞ **C. ADDITIONAL RENT:** All dishonored payment charges shall be due when incurred. **Payments will be applied to charges in the order accumulated.** All unpaid charges or any fees owed by TENANT, including but not limited to notice fees, attempt to evict fees, attorney's fees, repair bills, utility bills, landscape/pool repair and maintenance bills, and CIC fines will become due at the beginning of the month after TENANT is billed. TENANT'S failure to pay the full amount for a period may result in the initiation of **eviction** proceedings. LANDLORD'S acceptance of any late fee or dishonored check fee shall not act as a waiver of any default of TENANT, or as an extension of the date on which rent is due. LANDLORD reserves the right to exercise any other rights and remedies under this Agreement or as provided by law.



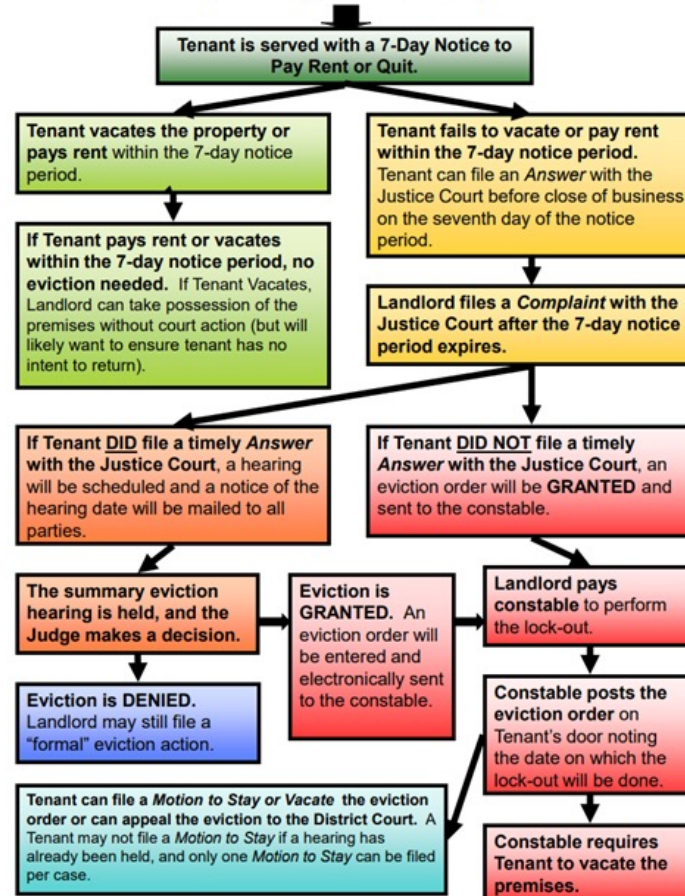
Eviction Process Was Passed In The Legislature. The Change Eliminated Summary Eviction.

AB340(2023) Required Additional Court Filings And Court Hearings Instead Of Summary Eviction.



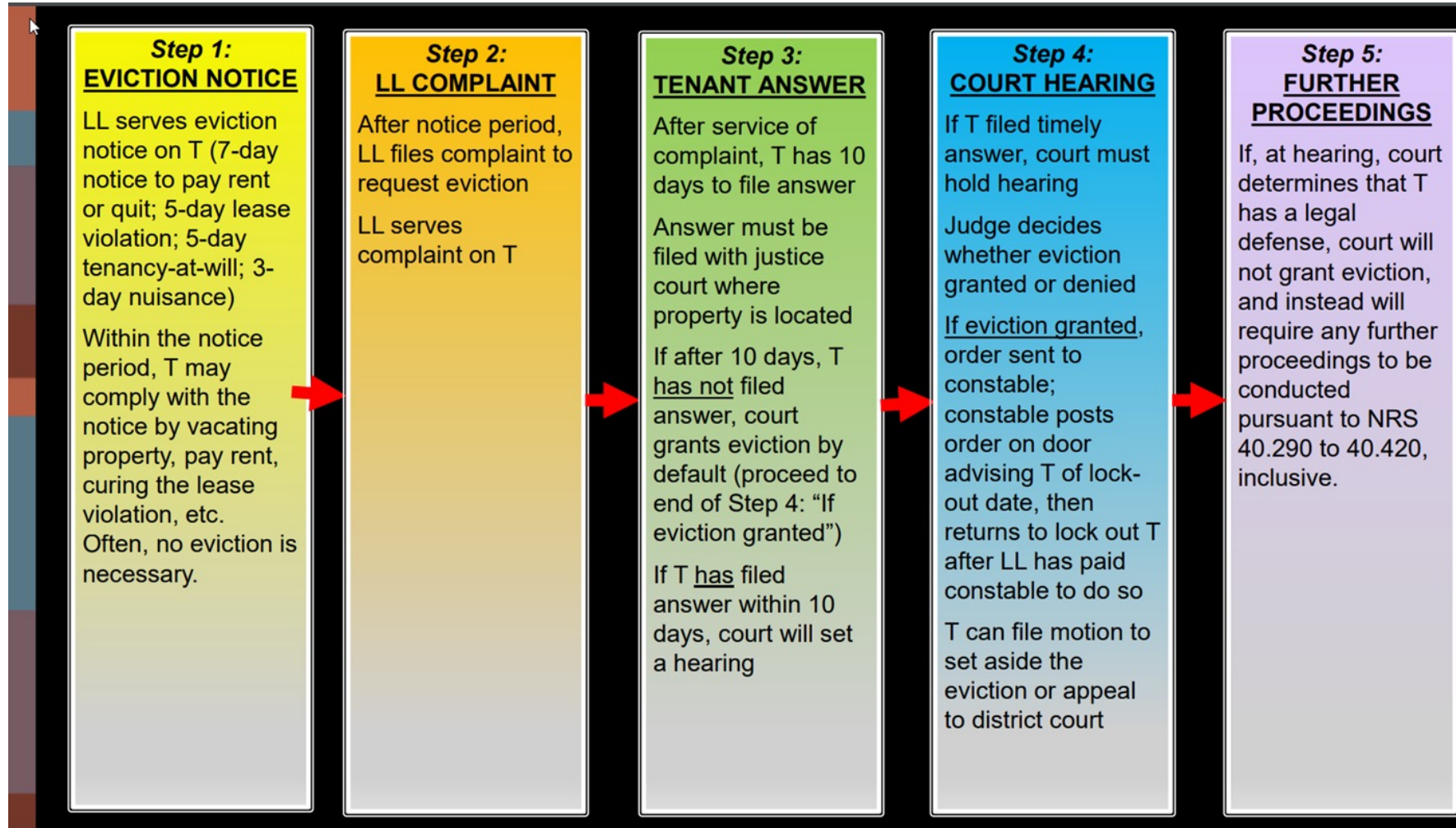


Overview of the Summary Eviction Process (Non-Payment of Rent)





The AB340(2023) Changes



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CARSON CITY, NEVADA 89701
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OFFICE: (702) 486-2500
FAX NO.: (702) 486-2505

Office of the Governor

June 16, 2023

The Honorable Francisco Aguilar
Nevada Secretary of State
101 North Carson Street
Carson City, Nevada 89701

Re: **Assembly Bill 340 of the 82nd Legislative Session**

Dear Secretary of State Aguilar:

I am forwarding to you, for filing within the time limit set forth in the Nevada Constitution and without my approval, Assembly Bill 340 ("AB 340"), which is titled as follows:

AN ACT relating to property; revising provisions relating to summary evictions; and providing other matters properly relating thereto.

AB 340 would restructure Nevada's summary eviction process in a manner that would impose additional and unnecessary delays and costs on those seeking to remove individuals who unlawfully remain on their property after the termination of their lease. This bill would make our summary eviction process more time-consuming than our peer states and would create ambiguous threshold standards which could be ruled upon by a judge without any formal hearing, providing insufficient protections for Nevada property owners.

Since this bill makes Nevada an inhospitable environment for residential lessors, I cannot support it.

For these reasons, I veto this bill and return it to you without my signature or approval.

Respectfully submitted,



JOE LOMBARDO
Governor of Nevada

Enclosure

cc: The Honorable Stavros Anthony, President of the Senate (without enclosure)
The Honorable Nicole Cannizzaro, Senate Majority Leader (without enclosure)
The Honorable Steve Yeager, Speaker of the Assembly (without enclosure)
Brendan Bucy, Secretary of the Senate (without enclosure)
Susan Furlong, Chief Clerk of the Assembly (without enclosure)
Brenda Erdoes, Esq., Legislative Counsel Bureau, Director (without enclosure)
Bryan Fernley, Esq., Legislative Counsel (without enclosure)



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