



**- 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**



## 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?



# 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



## 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.



## 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

**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



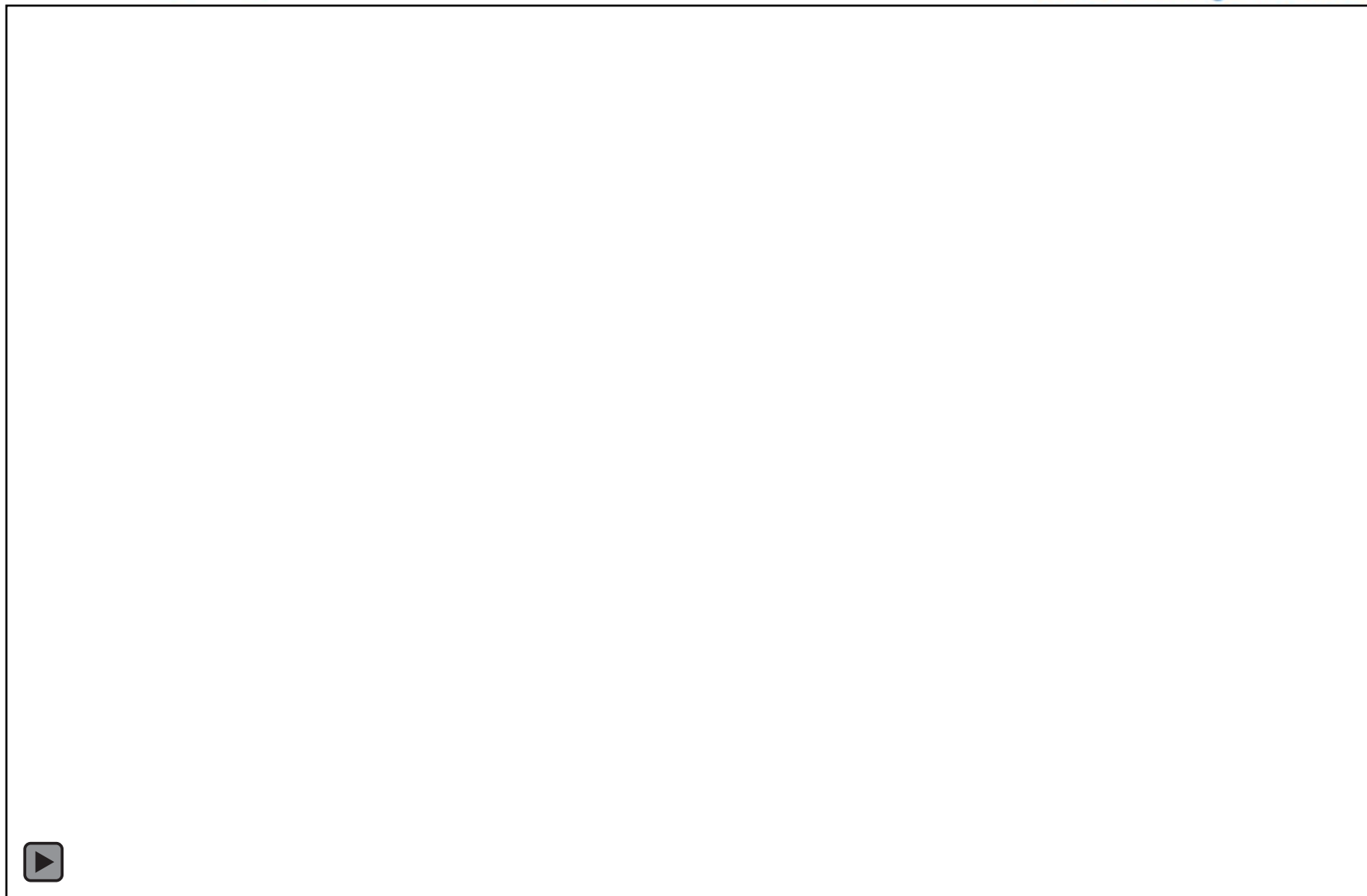
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# Las Vegas AGENT FORMULA

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### PROPERTY MANAGEMENT

Property Address \_\_\_\_\_  
City \_\_\_\_\_ Zip \_\_\_\_\_  
Owner \_\_\_\_\_

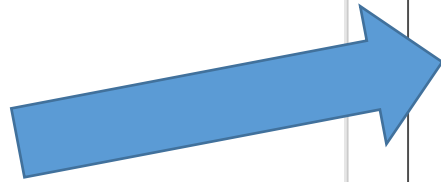
## Move In Inspection Check List

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

MOVE IN  
CHECKLIST



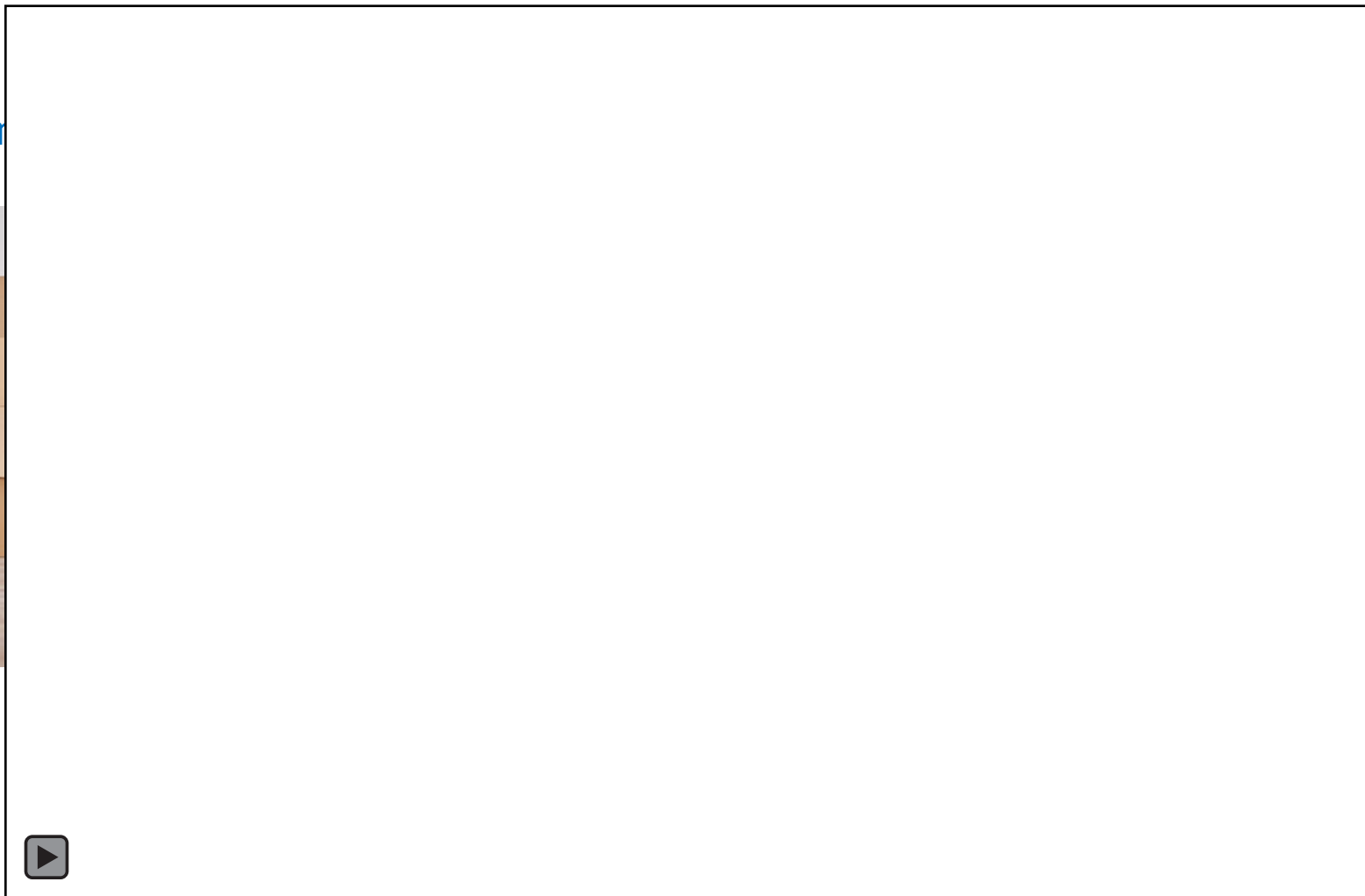
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[WWW.LasVegas.PetScreening.com](http://WWW.LasVegas.PetScreening.com)



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source



## LEASE RENEWAL CHECKLIST



### 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 9<sup>th</sup> 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.

**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.**

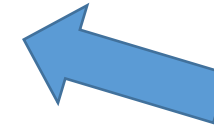
If you have any questions, please reach out to [PM@relasvegas.net](mailto:PM@relasvegas.net).

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		
<b>Security Deposit Deductions:</b>	<b>Invoice</b>	<b>PM Fee</b>	<b>Total</b>
UPON MOVE OUT HOUSE WAS NOT CLEANED OUT PER MOVE OUT INSTRUCTIONS- CLEANING AND CARPET CLEANING WAS REQUIRED . <b>Supporting photos from inspection **TENANTS BROKE LEASE WITH OUT NOTICE-SECURITY DEPOST WILL BE FORFEITED**</b>	\$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- <b>Full Security Deposit will be held for all repairs.</b>	\$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,. <b>Supporting photos from inspection</b>	\$ 1,325.00		\$ 1,325.00
NON-REFUNDABLE KEY DEPOSIT	\$ 50.00		\$ 50.00
<b>Carpet needs deep cleaning for full pet disinfection due to pet urine/smell</b>	\$ 720.00		\$ 720.00
	<b>Total</b>		\$ 3,765.00
<b>ACCOUNTING BREAKDOWN:</b>	<b>Deposits</b>		
Security Deposit:	\$1,275.00		
Cleaning Deposit:	\$ 350.00		
Key Deposit	\$ 50.00	<b>TOTAL DEPOSITS</b>	\$ 1,675.00
Refundable Pet Deposit:		<b>TOTAL DEDUCTIONS</b>	\$ 3,765.00
Other Monies: OVERPAYMENT		<b>REFUND/(PAYMENT)</b>	\$ (2,090.00)
Total of Deposits Above:	\$1,675.00		
PREPARED BY:		DATE:	08/10/2022
APPROVED BY:			



## 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 1<sup>st</sup> page of lease
- Schedule Any Repairs
- Order Pest Control
- Turn Off Utilities (If In REMAX Name)



**Tim**

**He Has Suggestions To Make The Court System Better.**

**He Has Suggestions On Information Sources.**

**Be Prepared To Comment On Each Video Topic Listed**



## QUICK QUIZ QUESTIONS:

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

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

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

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## **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:

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

---

**Property management and real estate transaction trust accounts must be reconciled monthly by the real estate broker or his designee within 30 days after receipt of the bank statement. A real estate broker who permits any trust account, including any ledger account, to fall into deficit and remain in deficit for more than 45 consecutive days in 1 year is subject to discipline pursuant to paragraph (h) of subsection 1 of NRS 645.633 or other applicable charges, or both.**



## QUICK QUIZ QUESTIONS:

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

---



## 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





## 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.*



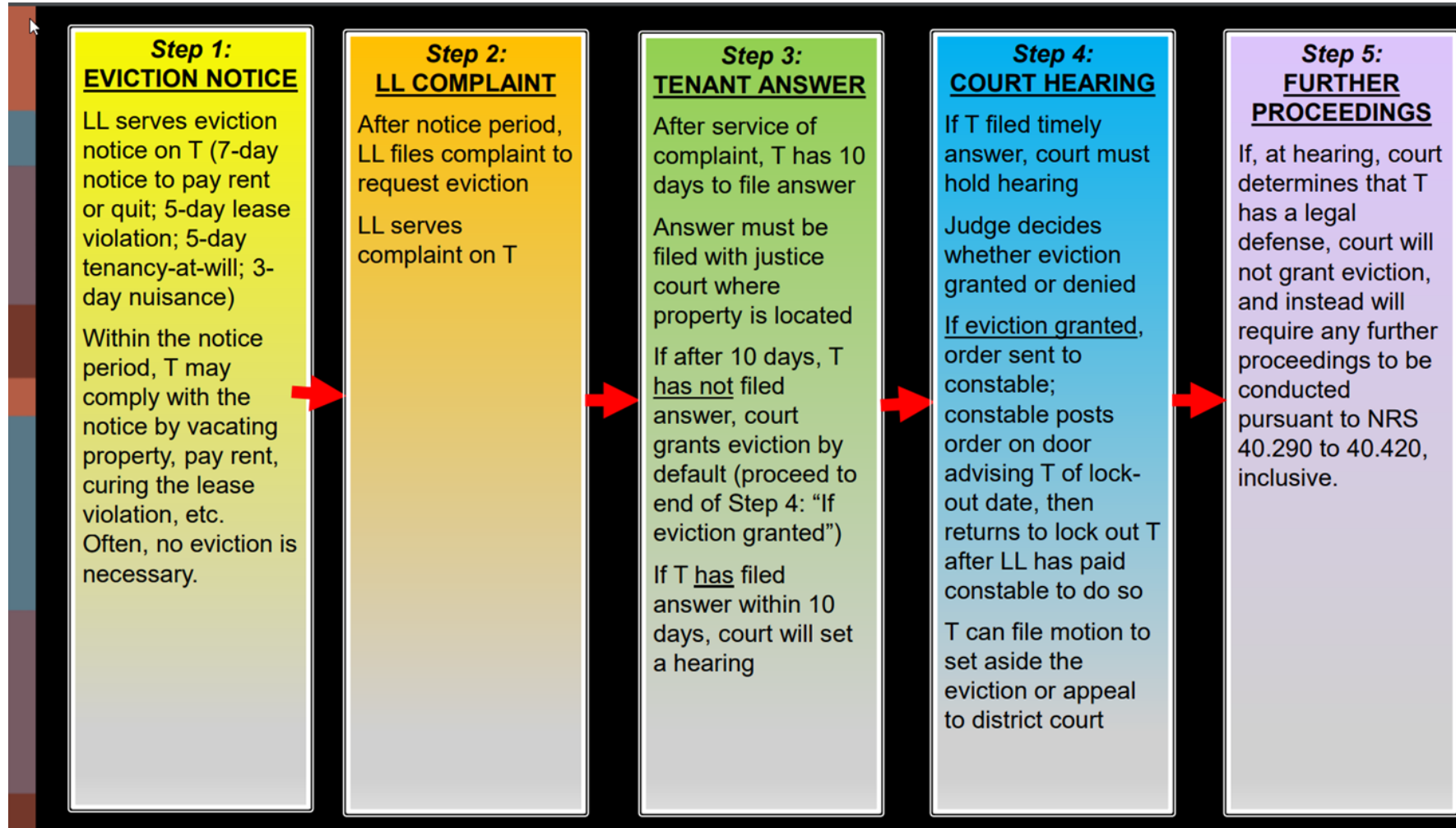
## The Word - Eviction - Is In The Lease 1 Time. Many Court Hearings Are For Non-Payment Of Rent.

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21  
22  
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29

☞ **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.



## The AB340(2023) Changes





## Information Sources

[Nlslaw.net](http://Nlslaw.net)

[Civillawselfhelpcenter.org](http://Civillawselfhelpcenter.org)

[Selfhelp.nvcourts.gov](http://Selfhelp.nvcourts.gov)

[law.justia.com/](http://law.justia.com/)

## Resources

You can access additional information and forms on the NLS website at [nlslaw.net](http://nlslaw.net).

For additional information and resources in Southern Nevada:  
[civillawselfhelpcenter.org](http://civillawselfhelpcenter.org).

For general forms, including fee waivers statewide:  
[selfhelp.nvcourts.gov](http://selfhelp.nvcourts.gov).