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**Repair Requests:** via online Resident Center

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# TENANT HANDBOOK

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**Pay Rent Online at [www.ricelasvegas.com](http://www.ricelasvegas.com)**

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# RICE REAL ESTATE WELCOMES YOU!

The Tenant Handbook is incorporated into the Residential Lease Agreement as addenda, exhibits and other information. The Tenant Handbook is also available on our website at: [www.ricelasvegas.com](http://www.ricelasvegas.com).

*You have leased a home...think of it as your own. During the term of the lease, you are in possession of the house & yard. Your obligations are like those of the property owner, and you are expected to care for & maintain the premises.*

## TENANT COMMUNICATION VIA ONLINE RESIDENT CENTER + EMAIL + TEXT



The online Resident Center streamlines your communication with us. It allows you to pay rent, submit maintenance requests, update your contact info, etc. If you have not received an email with a link to set up your Resident Center account, contact us immediately.

The Resident Center, email and text messaging is the preferred method of communication. Rent reminders, payment receipts, notices, maintenance, and general correspondence will utilize these methods of communication.

## MOVE-IN REMINDERS

**Property Condition Report:** Due within 10 days of move-in. We highly recommend Tenants take their own detailed photos and document the condition of the house themselves for their records as independent proof. We pride ourselves on being transparent and fair with the handling of security Deposit transmittals to Tenants.



**Mail Keys:** If not received, or if mailbox lock is malfunctioning or mailbox # unknown, bring your lease and ID to your designated post office: [www.usps.com/locator](http://www.usps.com/locator). The post office will rekey your mailbox for free within 7-10 business days. They'll provide you with 3 new mail keys.

**Garage Remotes:** Reminder, it's the Tenants responsibility to reprogram all garage remotes and garage keypads.

**Pool and Gym Keys, Gate Remotes:** If not received, purchase & pick up at the HOA office. Email RRE to get the Name/Address/Phone of HOA.

## TENANT RENOVATIONS + ALTERATIONS

It is policy that Tenants do not perform repairs or alterations. If you do want to make a special request for renovation or repair to the property, email your request to RRE & we'll send it to the Owner for approval. **\*DO NOT\*** proceed with any work until you've received approval from us.

## PAYING RENT

1. Pay rent online: [www.RiceLasVegas.com](http://www.RiceLasVegas.com)
2. Make checks payable to: Rice Real Estate
3. Rent posts and is due, in advance, on the 25th of each month. For example, April's rent is due on March 25<sup>th</sup>. Rent is considered late when received on or after the 2<sup>nd</sup> of each month. There is a 5% late fee.



## REPAIR REQUESTS

Repair requests should be submitted via the online Resident Center via [www.ricelasvegas.com](http://www.ricelasvegas.com).

Include the following:

- 1) **Detailed repair request:** Detail out what problem is, be as specific as possible and include a photo and/or video, if relevant.
- 2) **Address:** street, city, zip + gate code, if applicable
- 3) **Tenant Contact:** Best contact name & phone for vendor to schedule visit
- 4) **Availability:** days and times available for service



Third party vendors and Tenants coordinate the service call jointly. Be polite to the vendor. ***If you fail to keep a scheduled appointment with a vendor, you are responsible for the cost of the service call.***

You will be charged the full cost of repair + \$25 broker admin fee for a repair request caused by misuse, neglect or tenant damage. Examples (not all-inclusive) of the types of maintenance and repair items you may be charged the full cost are listed below:

- Non-functioning dishwasher due to excessive food debris (i.e. air gap or pipe clogged).
- Malfunctioning garbage disposal due to misuse (i.e. noodles clogging disposal and/or drain)
- Clogged toilet that could be resolved with a plunger.
- The problem was caused by improper use of the provided facilities. Classic cases are flushed toys or other items (baby wipes) that results in a clogged sewer line.
- Alignment of garage door sensors that were bumped by something (i.e. trash can).
- Minor irrigation repairs after your first 90 days of tenancy (i.e. leaking sprinkler/drip system repair).

You will be billed for a service call + broker admin fee under the following circumstances (not all-inclusive):

- 1) Tenant confirmed a service call with a vendor and failed to be present at the scheduled time.
- 2) Tenant requested service which was resolved by resetting a breaker or GFCI to restore electrical power and/or replacement of batteries on a thermostat for non-functioning HVAC.

Did you Know? You can call 311 for or city information and non-emergency and non-law enforcement related services.

## EMERGENCIES

If the emergency involves a fire, water, medical, criminal, or similar emergency, ***notify the proper authorities or call 911*** prior to calling us.

Emergencies include, but are not limited to:

- Fire, Medical, Criminal: Call 911 or the local authorities.
- Smelling Gas: Leave the house & call Southwest Gas: 877.860.6020.
- Flood Water. See below
- Break-in. See below



## EMERGENCY WATER FLOOD

1. Immediately turn off the main water supply **(in garage, or at street)**
2. Dry up the wet areas to the best of your ability
3. Text & call RRE

If you are unable to turn off the main water line to stop the water - and unable to reach RRE within 10 minutes - for your health & safety, you are authorized to call a plumber directly. You may call any emergency plumber (Google or Yelp).

If you cannot fully dry the area immediately, and you are unable to reach RRE within 1 hour, call a carpet cleaner or restoration company to vacuum suck up the water. They may also leave some floor fans. Again, via Google or Yelp.



## EMERGENCY BREAK-IN

If there is a break-in, call the police immediately. Owner is responsible to repair damage to doors, casings, handles, or other structures. Tenant is responsible for any glass damage.



Within 72 hours of incident email us the police report & photos of the damage. If no police report is received, Tenant will be responsible for all damage. Theft or damage to your personal property is covered under your renter's insurance policy. Tenant to review their policy to see coverage details.

If the break in happens after hours, and Tenant needs immediate help to secure the home, there are after hours companies that help with 24-Hour emergency board up to secure the safety of you, your family and the property. Again, source via Google or Yelp.

## RENTER'S INSURANCE

Tenant must maintain a fire and theft insurance policy for personal property as well as liability insurance coverage. Proof shall be provided to RRE upon request. RRE to be listed as an additional interest on the policy.

**Neither** the property management company **nor** the owner shall be liable or responsible for loss or damages to articles or property belonging to the tenant.





## LANDSCAPING MAINTENANCE



Resident is responsible for general landscaping clean-ups, pulling weeds, blowing dry leaf, cutting/maintaining the lawn (unless otherwise noted in your lease) and ensuring all landscaping is receiving adequate water to survive. In simple terms, any landscaping 8 feet or lower.

Resident is responsible for setting the irrigation timer in the garage. If help is needed setting the irrigation timer hire a landscaper or google the brand for an online user's manual. Tenant may



be held financially liable for replacement of any landscaping that dies due to inadequate water.

Tenant is responsible for minor irrigation repairs **\*after\*** the first 90 days of tenancy. An example would be a leaking sprinkler/drip head needing repair/replacement.



## IRRIGATION FLOOD? EXTERIOR ANTI-SIPHON SHUT-OFF VALVE

If your irrigation system is causing the yard to flood the exterior irrigation anti-siphon valve should be turned off until a landscaper can be dispatched to repair/replace. Repair/replacement cost is covered by property Owner.

The green arrow in the picture points to the water shutoff valve in the closed or "OFF" position.



## PETS | SERVICE ANIMALS | COMPANION ANIMALS\*



Not all properties allow pets so if you **add** a pet to your family, contact RRE for prior approval. You will be required to fill out a 3<sup>rd</sup> party pet screening profile on the pet and, if approved, pay an additional refundable security deposit along with signing an updated Pet Agreement.

\*For additional information see lease addendum # 1 page 4, # 12 and additional terms PET/SERVICE/COMPANION ANIMAL AGREEMENT.

Contact RRE if a **Service or Companion animal** is being added to the household as a free animal profile will be kept on file. The 3<sup>rd</sup> party assistance animal verification from [www.petscreening.com](http://www.petscreening.com) is required prior to allowing the animal on property.



## DID YOU KNOW?



An **upside-down outlet** in a room typically corresponds to the **switch** on the wall.



## TENANT RESPONSIBILITIES

The following items are examples of Tenant responsibilities, at their expense, while living at the property (not all-inclusive):

- Use proper picture framing hardware when hanging pictures and art on the wall.
- Replacement of light bulbs with the correct style and wattage.
- Replacement of HVAC filters every month (low to mid-grade recommended)
- Replacement of refrigerator filters and range hood vent filters.
- Replacement of smoke alarm batteries, CO2 batteries and thermostat batteries.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must always have working smoke alarms and carbon monoxide detectors.
- Report and schedule all repairs, all maintenance items, and all water leaks in a timely manner.
- Professional steam cleaning and/or spot cleaning of carpets, as needed, throughout lease term.
- Minor irrigation repairs after the first 90 days of tenancy (i.e. minor sprinkler/drip system repair).
- Normal pest control (bees, spiders, scorpions, ants, etc.).
- Normal rodent control (mice or rats).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you have a pet, all pet waste needs to be disposed of regularly.
- Operation and setting of the landscape irrigation clock based on watering needs.



## CARE OF PROPERTY: GETTING TO KNOW YOUR RESIDENCE

When you move into a property it is critical to know where important items are located. When you discover a problem, you'll need to know where to locate for your safety and responsibility of securing the property.

Take the time to locate the following:

- 1) Water shut-off locations: toilets, sinks, water heater, main water shut-off and exterior anti-siphon valve
- 2) Main electrical breaker box
- 3) GFCI switches inside home



## WATER SHUT-OFF LOCATIONS

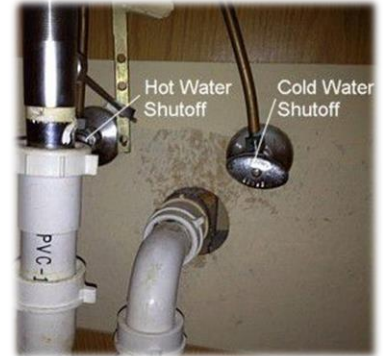
### Toilet:

behind the base of toilet

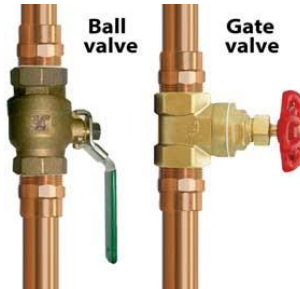


### Sink Faucet:

underneath sink,  
inside cabinet



### Water Heater: top of water heater. Gate or Ball valve



### Entire House Main:

- 1) IN GARAGE: along wall, knee/waist height. Could be gate valve or ball valve.
- 2) AT STREET: on side walk, rectangle lid 8"X20", close the two loops. A tool may be needed.



↑  
Garage



↑  
Street

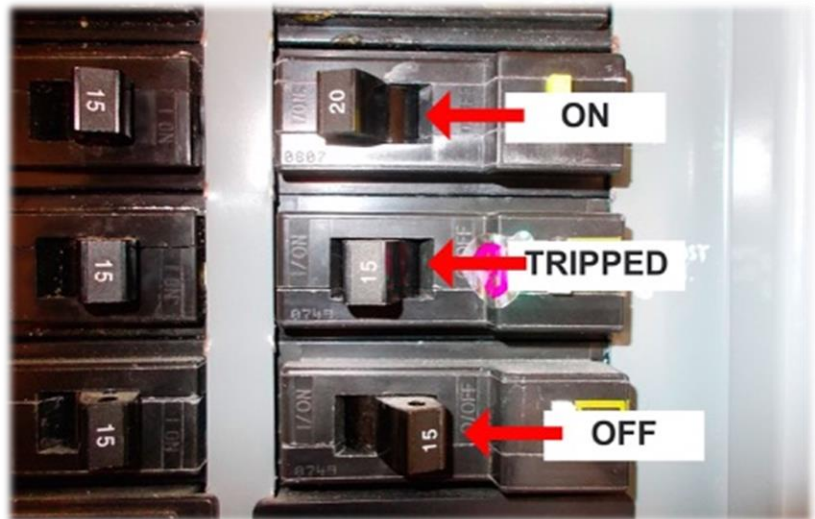
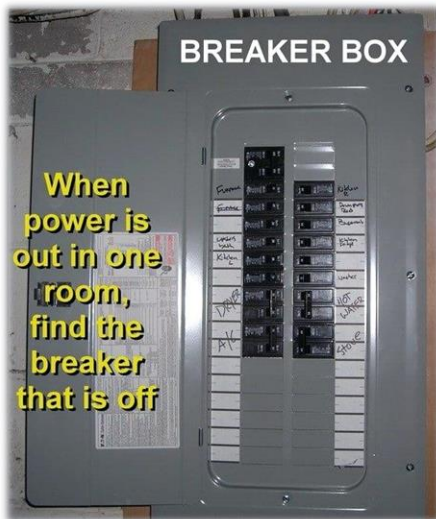


↑  
Street

## ELECTRICAL PANEL (breaker box) + CIRCUIT BREAKERS

The electrical circuit breaker is the main distribution point for electrical circuits in your home. A **circuit breaker** is an electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when “tripped”.

To reset, turn the breaker to the OFF position, then back ON.



## GFCI

Most homes have GFCI outlets in the kitchen, the garage and bathrooms. If you lose power in a bathroom check the GFCI in the bathroom and **\*ALSO\*** the garage as a single GFCI can control multiple areas and outlets. Garage GFCIs are typically connected to bathrooms.

- 1) Avoid “hiding the garage GFCI with personal items
- 2) Never plug a refrigerator into a GFCI outlet.
- 3) Never plug an irrigation timer into a GFCI outlet.

When a GFCI “trips” simply reset the breaker by pressing the “reset” button (sometimes **RED**) located in the middle of the outlet.

Sometimes GFCIs go bad and cannot be reset to restore power. If this occurs submit a work order so an electrician can be dispatched to replace the GFCI.





## WHAT GOES DOWN THE GARBAGE DISPOSAL

The most important rule of thumb: ***"WHEN IN DOUBT, THROW IT OUT!"***. A garbage disposal is **\*not\*** a trash can; it's for small amounts of food scraps only. Nonfood items can damage the blades and motor.

### GARBAGE DISPOSAL

#### Mistakes to Avoid



**WHAT NOT TO DO:**

- Put a lot of food down the disposal at once.**  
It's better to put the food gradually.
- Run hot water when grinding up food waste.**  
Cold water is better.
- Turn off the water or motor too soon.**  
Make sure the grinding is complete.

**FOOD & ITEMS TO AVOID**

 <p><b>GLASS, METAL, PAPER, OR PLASTIC</b> Can damage the disposal's blades.</p>	 <p><b>FAT, OIL, OR GREASE</b> Cause clogs in the drain and could also damage your septic drain field.</p>	 <p><b>FIBROUS VEGETABLES</b> The fibers from celery stalks, onion skins, corn husks, or artichokes can cause tangles and clogs.</p>
 <p><b>POTATO PEELS</b> The starches are going to turn into a paste and might cause the blades to become sluggish.</p>	 <p><b>RICE &amp; PASTA</b> Foods that can expand in the pipes will often cause clogs in the drain.</p>	 <p><b>NON-FOOD &amp; COMBUSTIBLE ITEMS</b> Such as cigarette butts, sponges, plant clippings, etc.</p>
 <p><b>BONES &amp; PITS</b> These are too solid and can't be broken down by your disposal unit.</p>	 <p><b>EGG SHELLS</b> The shells have a thin membrane that can get caught up inside and cause problems.</p>	 <p><b>COFFEE GROUNDS</b> The consistency of this item makes it easy to get stuck in both the drain and disposal.</p>

- 1) Run disposal on a regular basis
- 2) Run **COLD** water for 30 seconds after food goes down. This helps items get through the plumbing system out to the road/city pipes.
- 3) Swipe food into trash before washing dishes.
- 4) Occasionally run small ice cubes in the disposal to help clean scum build up inside.

### QUICK FIX TIPS:

## FIX YOUR GARBAGE DISPOSAL



**1. Check to see if there is something in the drain jamming the disposer.**



**2. Use wrench on bottom of disposer to free up blades.**



**3. Check that the GFI outlet has not tripped.**



**4. Press red reset button on bottom of disposer.**

### TOP 4 "NOT WORKING" FIXES

## AIR FILTERS: AIR CONDITIONING + HEATING (HVAC)

Change your air filters **EVERY MONTH** with low to mid-grade filters. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.

**Note:** If there are no air filters in your ceiling register at move-in you may have a special attic filter called Aprilaire. Please contact our office for special instructions.



### How to change your air filters:

1. Unlatch the register's cover grille and swing it out of the way or remove it. Remove the old filter and put it in the outdoor trash. Use a damp rag to remove dust from the grille and the surfaces of the register—both inside and out. Note: if an air filter grate is too high to reach submit a work order to RRE.
2. Clean dust off the return-air's grille before installing the replacement filter. Be careful: The hinge side can easily unlatch on some types!
3. Position the new replacement filter in the register with the airflow arrows pointed in toward the ductwork. Replace the grille and latch it. **Pro Tips: 1)** mark the date on the filter's frame so you'll know when it's time to change it **2)** It helps to have the thermostat ON when installing the air filter.



## GARAGE DOOR INOPERABLE

If there's no power to the door, first reset the GFCI in the garage. If still not working, email us for a repair request.



If you need to manually close your garage door, here are the steps.

**\*\*Only attempt this if you feel confident with the steps:**

1. Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
2. It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/bend the track!
3. Make sure there is nothing obstructing the doors path to the floor.
4. Once disengaged, some doors will no longer have any tension and will immediately fall to the ground, it is important to have a second person or a sturdy object securing the door and ensuring it doesn't prematurely fall to the ground without aid.
5. After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit.





## FIREPLACES

**Fire Safety.** The TENANT acknowledges the receipt of fire safety information below. TENANT agrees to read and follow all applicable safety info provided by:

- National Fire Protection Association > Public Education [www.nfpa.org](http://www.nfpa.org)
- US Fire Administration > Fire Prevention & Public Education [www.usfa.fema.gov](http://www.usfa.fema.gov)

**Gas Fireplaces.** For safety, use the fireplace for 3-4 hours or less as using longer can warp the material or be a hazard. When cleaning, do not use regular glass cleaner, only use fireplace glass cleaner.

## HOA GENERAL RULES

Below is a helpful list of common HOA rules. Note: You can review your exact community's CC&R's/Rules & Regulations in your Online Tenant Portal. If Tenant cannot find them, please contact the property manager to obtain a copy. If Tenant does not contact the property manager to request a copy, it will be understood Tenant has them in their online Tenant portal for review and compliance.

### 9 MOST COMMON HOA RULES:

1. **Street Parking:** some associations do not allow street parking
2. **Landscaping:** to be in good, clean, and attractive order and free of weeds, leaves/needles on ground, overgrown shrubs/trees, etc.
3. **Trash:** all garbage to be kept in lidded trash receptacles, stored concealed from street view, placed on curb no more than 12 hours before and after pickup
4. **Vehicles:** must be operable and registered at DMV
5. **Vehicles Not Allowed:** boat, golf cart, jet ski, motor home, trailer, camper, bus, commercial vehicles (e.g. dump truck, cement mixer truck, fuel truck, delivery truck, vans with decals/ladder on roof)
6. **Holiday Decorations:** may be installed no more than 30 days prior, must be removed within 14 days following the holiday
7. **Satellite Dishes:** may request install by submitting a design change form to HOA board
8. **Unsightly Articles:** garage door open when not in use, inoperable vehicles, basketball hoops, clotheslines, misc. equipment
9. **Nuisance:** no unreasonably loud noises (music speakers, whistles, pets, motorcycles), no trash odors to accumulate on the lot, no personal property items stored outside



## PREVENTATIVE CLEANING TIPS

Helpful cleaning tips...

- Clean the inside of your trash can when smelly or sticky
- Always put food away and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants, rodents, and other insects.
- Do not allow grease to build up in the kitchen; use a sponge and soapy water regularly on the counter tops, stovetop, and hood filter.
- Avoid cooking with very high heat. Very high heat will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Use the dishwasher at least once a week. The appliance seals may dry out and the motor may be damaged by long periods of non-use.
- Avoid mildew by venting bathrooms properly, particularly after baths and showers. If your mirror is fogged up after a shower your fan should be on.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Following use of the shower, remove any residual water from the glass enclosure with the squeegee while the area is still wet.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the build-up of grime.
- Do not use a lot of water when cleaning laminate flooring.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Improve the efficiency of your Heating, Venting and Air Conditioning (HVAC) equipment and avoid costly heating and cooling bills by changing your air filters every month. Low to mid-grade filters are recommended. Avoid high quality filters as they can restrict air flow causing the unit to freeze up and stop working.
- Avoid a potential fire hazard by cleaning your dryer's lint trap filter after each use. This also helps extend the life of the dryer.
- Regularly pick up debris and pet waste in outside areas.
- Unique Accidents? Google is best way to find out ways to remove! (wine, chocolate, butter, mustard, tomato, gum peanut butter, crayons, ink, permanent marker, etc.)



## SAFETY TIPS

The following are several tips to ensure the safety of you and your family in your home:

- **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS:** window screens are not a safety device.
- **If young children are present:** use child protector plugs when you are not using outlets.
- **If young children are present:** keep all window covering cords well out of the reach of children and eliminate any dangling cords.
- **If young children are present:** move all cribs, beds, furniture and toys away from windows and window cords, preferably to another wall.
- Keep all objects at least 3 feet away from the water heater. Never store items in a water heater closet.
- Unplug all heat-producing small appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave a burning candle unattended.
- Turn heating pads and electric blankets off when you leave the room to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom, and you see water in the ceiling below, report the leak immediately to Rice Real Estate.
- Do not operate electrical appliances while standing or sitting in water.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard.
- Never use multiple extension cords or power strips together. This is a common cause of electrical fires. Do not overload extension cords or outlets.
- If you suspect an electrical problem, report it to Rice Real Estate immediately.
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact Rice Real Estate immediately. Smoke alarms are for safety and removing them can endanger all residents and guests.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen, garage and all levels of the house; they are available in most hardware supply stores.
- If you use a grill or BBQ, use common sense and never leave grills unattended. Do not set grills up against the house. You could start a fire.



## HOME DISASTER PROCEDURES

(i.e. Fire, Flood, Break-In, Tree Falls on House)

**Upon discovery of the disaster  
secure the residence from further  
damage immediately.**



Following is a summary of what to expect. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort and you are part of the team.

### **Tenant Responsibility:**

1. Take steps to prevent additional damage immediately: reference pages 4 + 5 of this Tenant Handbook.
2. Turn off the source of water, electricity or gas, as the situation demands: reference pages 9 + 10 of this Tenant Handbook.
3. Notify RRE.
4. Make claim on Tenant's insurance for personal belongings.
5. Notify Rice Real Estate of Tenant's insurance coverage.
6. Provide emergency (police, fire, etc.) report to Rice Real Estate within 3 days of incident.
7. Provide access for insurance adjusters, repair people, etc. to assess, quote & repair damage.
8. Notify us of delays or problems with repairs.

## CITY-WIDE DISASTER PROCEDURES

(Earthquake, Flood, Wind etc.)

- 1) Have an emergency preparedness plan, a checklist, and an emergency kit. The emergency kit should be able sustain you for a minimum of 72 hours+.
- 2) Stay tuned to the local news media and follow all recommended precautions and instructions. During the disaster or before leaving the residence, please be sure to:
  - a. Turn off main breaker to house.
  - b. Turn off main gas line to house.
  - c. Turn off main water supply to house.
  - d. Take all recommended precautions by the local news media and emergency bulletin publications.
  - e. Secure your pets.



## Move-Out Acknowledgment & Instructions (Page 1)

**Move-out Date you provided:** **X.X.XXXX** You must be finished, out of the property, and have the keys to our office by no later than 5PM on your move-out date.

**Security Deposit Transmittal + Refund check:** *Most security deposit transmittals are mailed within 2 ½ weeks.*

We are required by law to process a security deposit transmittal within 30 days. You can help speed this process by making sure you've attended to everything on this list. Our goal is to return 100% of the security deposit. If a property is left damaged & dirty with trash & overgrown landscaping a security deposit transmittal will reflect accordingly.

**Trash and Personal Belongings:** **You must take all your trash and personal belongings with you.** Trash cans must be empty upon your departure. Do not leave your trash/recycle cans full in the garage or at the street. Do not leave the inside of your trash can smelly or sticky...clean it out with soap and water and let dry. If you do leave anything behind, it will all be deemed trash and we will send a junk removal company. **There will be a minimum \$75 hauling charge to remove any trash or items that you leave behind.**

**Landscaping:** Upon move-out your landscaping should be free of weeds, dry leaf & any debris. The bushes and trees should be trimmed and irrigation timer in garage set to correct season. If the landscaping is not cleaned, we will hire a landscaper & deduct the cost from the deposit. For reference, compare dated move-in landscape photos to move-out.

**Light Bulbs + Ceiling Fans + Air Filters:** All light fixtures and ceiling fans should be dust free. Replace any burnt out light bulbs with matching style & correct wattage. Upon move-out all air filters should be new & dated with return air vent covers dust free. If not done, we will hire a handyman to do this and deduct the cost from your deposit.

**Satellite Dishes:** Tenant installed Satellite dishes need to be removed from the property. If not done, we will hire a handyman to handle and deduct the cost from your deposit. If you need our help, please let us know.

**TV's on Walls:** If a TV was hung on the wall the hardware needs to be removed, holes patched and *entire* wall painted to bring it back to the original condition. If not done, or not done correctly, we will hire a quality handyman to handle and deduct the cost from your deposit. Email us if you have installed TVs on your wall as we can be of assistance.

**Picture Hanger Holes:** Do **\*NOT\*** fill small picture framing holes in your walls with spackle and do **\*NOT\*** spot paint. Remove the picture hanging hardware and we'll handle the rest. We have had to completely repaint interiors that were otherwise in good shape after tenants created dots throughout the entire house by filling numerous small holes with spackle and/or trying to cover with incorrect paint. If you have painted walls a different color let us know as we can help determine original paint colors and source an affordable painter.

**Carpet:** **\*Upon move-out a receipt from a professional carpet cleaning company is required per the lease\*.** Include the carpet cleaning receipt with your key return. If you do not provide a receipt from a professional carpet cleaning company the carpets will be cleaned, and the cost deducted from your security deposit. We do not allow "supermarket" carpet cleaning machines.



## Move-Out Acknowledgment & Instructions (Page 2)

**Pets:** If there is, or ever was, a pet in your property we will have the property checked for pet urine by lifting up the carpet to view stains on backside of carpet and/or pad. Please pick up *all* pet droppings from the yard before you leave, otherwise we hire a service to do this and deduct the cost from your deposit.

**Utilities:** Pursuant to your lease agreement, leave *all* utilities on *through* the end of your lease term, regardless of whether you move out sooner. Schedule your utilities to go off the day after your move-out date.

**Cleaning:** Moving is a very tiresome event. Please consider carefully whether you will have the time and energy to properly clean your place after you've moved all your personal belongings. Most commonly tenants have every intention of leaving the property clean, usually boasting to us, *"it will be cleaner than when we moved in"*...but then simply run out of time or are too exhausted (after hauling boxes and furniture) to clean.

**Repairs:** Take this moment to think about anything that may need attention at your property that you have not previously reported to us. Do you have toilets that run? Do all the appliances work properly? Have you caused damage to the property that needs repair (i.e. TV on wall)? Have you painted walls a different color that need to be returned to the original color? If you think of anything, please let us know in writing so we won't be surprised.

**Keys and Forwarding Address** **\*\*All keys and garage remotes must be returned to our office by 5PM on your move-out date.** Returning the keys constitutes the formal act of "surrendering possession" back to us. We do not meet you at the property to collect the keys or perform a final walk-through. A forwarding address is required, *and* it must be in writing.

**Charges** Consider hiring a professional cleaning service and/or junk removal company if you don't know for sure that you are going to be able to return the property to us in a good and clean condition. **We will charge a minimum \$100 coordination fee, plus \$75 per trip for re-inspections, meeting vendors at the property, etc. on top of the actual costs of cleaning and repairs if you leave unfinished cleaning and trash hauling.**

Our goal is to return 100% of your security deposit. Here are some common items to avoid:

**Cleaning** - actual cost of maid service based on items missed from lease cleaning guidelines

**Landscaping** – actual cost of front/back landscaping clean-up (condition compared to dated move-in photos)

**Dirty A/C Filters** - actual cost of service and materials

**Trash Hauling of personal property left behind** – actual cost with a minimum \$75.

**Removal of satellite dish** – actual cost of service and haul away

### **SECURITY DEPOSIT DEDUCTIONS TO AVOID**

- No receipt for professional carpet cleaning
- Missing or burnt-out light bulbs
- Missing or chirping detectors
- Damaged blinds
- Holes from flat screen TV wall mounts
- Missing or chirping smoke detector/CO2
- Carpet damage
- Missing house keys/garage remotes/FOBS
- Trash left out on front at curb, trash cans full
- Holes from flat screen TV wall mounts
- Walls painted a different color
- Garage/driveway has grease or oil stains

## Normal Wear & Tear vs. Actual Damage

Normal Wear and Tear		Actual Damage	
CARPET & FLOORING			
Carpeting slightly worn or faded		Torn, stained or burned carpeting, or pet odors	
Furniture marks in carpet or matted carpet in high traffic areas		Rust, Oil, ground in, tears, burns, iron marks, cigar or cigarette burns, urine or pet odors.	
Minor scuffing on wood floor		Large gouges or scratches on wood floor, especially seen with pets close to exits (back sliding door, front door)	
Vinyl flooring worn thin		Tears, holes, or burns in vinyl flooring	
Faded tiles, grout lines darkened		Excessive grime so that tiles & grout un-cleanable	
Minor darkened baseboards on high traffic areas		Water damage, deep gouges, pet chewing on baseboards, or molding	
WALLS & CEILINGS			
Minor marks or nicks on walls		Excessive nicks and marks on walls	
Few nail holes		Anchor screws, bolts, excessive holes, visible spackle, or non-matching paint touch up	
Faded, yellowing, or small chips in paint		Crayon marks, writing on walls, unapproved paint color	
Drywall cracks from settling		Holes in walls from doorknobs, holes in walls from accidents, moving	
Loose wallpaper from seam or age		Ripped, torn or marked up wallpaper, unauthorized wallpaper installed	
Stains on ceiling from leaking roof or plumbing		Food stains, soda, liquid stains. Stains from overflowing tub/faucet or unreported leaks.	
BLINDS, WINDOWS & DOORS			
Blinds discolored or warped behind a hot window facing the sun		Bent, broken, or missing slats, missing valances, or rods, knotted and uneven pull cords	
Sticky windows		Broken window, broken or missing locks, torn or missing screens	
Closet door off track		Damaged or missing closet door, or bent tracks, missing closet guides	
Loose or worn hinges, door handles, warped doors		Doors with broken glass, holes, or forced entry, broken hinges, including door frames	
Hard to turn locks, sticky key hole tumblers		Broken keys in locks, front/side/back door locks not	
PIPES, FIXTURES, AND PLUMBING			
Drain clogs from normal use, lines clogged by tree roots or deterioration		Drains clogged by misuse of sink or toilet by disposal of feminine products, non-flushables, baby wipes, or trash	
Worn out motor on garbage disposal		Clogged lines from popsicle sticks, bottle caps, rocks, & foods not fit for disposals (look up online for list)	
Loose faucet handle/spout		Unreported active leaking faucet, causing cabinet damage	

<b>PIPES, FIXTURES, AND PLUMBING cont.</b>	
Wobbling or running toilet	Cracked tank or lid, missing bolt covers
Aged fixtures or faded finish	Soap scum build up or grime build up in wet areas
Faded reflected surface on mirror, beginning to "desilver" (black spots)	Cracked or broken mirror
Loose grout between tiles	Stained, painted or missing grout. Mildew build up.
Bathroom paint faded, cracked or small chips in paint	Bathroom paint completely peeled from leaving the door closed during showers, allowing steam to build up (while leaving fan off, or keeping window closed)
Toilet seat is faded color over time	Toilet seat is broken or missing
Wobbly ceiling fan	Broken or missing blades, globes, chains, remotes
<b>APPLIANCES, CABINETS, COUNTERTOPS</b>	
Worn out refrigerator gasket	Excessive dirt behind and under fridge, clogged vents from lack of cleaning, broken or cracked shelves, trays, bins or bars
Worn out igniters at stove, worn out coils	Excessively greasy/dirty stove or burner. Gouges scrapes or dents. Broken hinges at oven door
Microwave malfunction other than harsh use	Broken handle, burn marks. Excessive grease/dirt on ventilation system. Broken door or turn table
Worn or aged countertops	Broken, chipped or missing tiles, cuts, gouges, scratches and/or burns
Worn countertop	Burns, cuts or food/cooking oil stains in countertop
<b>GARAGE, EXTERIOR, AND LANDSCAPING</b>	
Faded garage door	Denting, scratches to garage door
Faint tire marks on driveway	Grease, leaking oil, excessive dripping on parking spots
Garden hose, house repair supplies (touch up paint, tiles) left behind	Trash, swings, tires, supplies, furniture, lawn furniture, Toys, etc. left behind
Thinned or faded rock landscape	Overgrown or dead landscaping, weed growth, dog or animal feces

*Next Page* is Exhibit A: 30 Day Notice to Vacate Form



I hereby give a 30-day notice of my intent to vacate the below premise.

**ENTER MOVE-OUT DATE:** \_\_\_\_\_

**Mailbox #:** \_\_\_\_\_

**Trash Day:** \_\_\_\_\_

**Reason for moving:** \_\_\_\_\_

Mail, fax or email this notice with move-out date entered.

\*Residents may also use the **online** 30-day notice to vacate form at [www.ricelassvegas.com](http://www.ricelassvegas.com).

**Mail:** Rice Real Estate 8275 S. Eastern Ave #200-280 Las Vegas, NV 89123

**Fax:** 702-551-9592 | **Email:** [office@ricerealestatelv.com](mailto:office@ricerealestatelv.com)

**Print all Tenant Name(s):** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Contact Name + phone number:** \_\_\_\_\_

1. I understand this 30-day vacate notice becomes effective on the date received by Rice Real Estate.
2. I will return house keys, mailbox keys, garage remotes and any other keys given to me at move-in to Rice Real Estate's office by 5pm on the move-out date listed above.
3. I understand that I am responsible for all outstanding rent or other charges to my account.
4. I understand that the Security Deposit can \*not\* be used for last month's rent.
5. I understand that the Security Deposit Transmittal will be sent to the forwarding address I provided and mailed within 30 days of move-out, as required by law. A security deposit refund check will be made payable to \*ALL\* TENANTS on the lease agreement and mailed via USPS Certified Mail with signature required. In the event the Tenant misplaces the check the Tenant is responsible for bank fees and Broker admin fees (minimum \$100 depending on time required) associated with reissue.

**The forwarding address is:** \_\_\_\_\_

***The Signature of each vacating tenant is required.***

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_