RESIDENT HANDBOOK

Practical guidance for current Residents of homes managed by Rice Real Estate & Property Management.

SEPTEMBER 2026 EDITION

September 16, 2026

Resident Resource Center

Rice Real Estate & Property Management
8275 S. Eastern Ave #200
Las Vegas, NV 89123
702.551.9592
ricelasvegas.com/Resident-Center

Immediate danger

Move to a safe location and call 911. For a suspected gas leak, leave the home and call Southwest Gas at 877.860.6020.

Your signed lease and addenda control your tenancy. Property-specific terms may apply.

START HERE

Start With the Page You Need

Start with the page that matches what you need. Use the website for the latest forms, instructions, deadlines, and next steps for your home.

Resident Resource Center

Forms, guides and Resident links

Pay Rent

Payment timing, methods and account rules

Routine Repairs

Submit through Buildium Resident Center

Emergency Help

Safety steps and emergency contacts

This handbook is a practical summary

It reflects the public Resident guidance published by Rice Real Estate & Property Management as of September 16, 2026. It does not replace your signed lease, addenda, written notices, HOA rules, or property-specific instructions.

IMPORTANT COMMUNICATION RULES

- Keep your phone number, email address, mailing address, and emergency contact information current.
- Use the required online form for move-out notices, animal requests, household changes, and document uploads.
- Uploading a file does not create a repair request or replace another required form.
- For routine repairs, use the Buildium Resident Center. For immediate danger, call 911 first.
- Keep confirmation emails and copies of submitted forms for your records.

Quick Contact

General line
702.551.9592

Office
8275 S. Eastern Ave #200
Las Vegas, NV 89123

Monday-Friday
9:00 a.m.-5:00 p.m.

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Resident Handbook at a Glance

Use the section titles below to locate the guidance you need. Online links and QR codes appear throughout the handbook.

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Need help with something specific?

Resident FAQs provide general guidance and direct links to the Resident request pages.

GETTING STARTED

Welcome and Communication

The Buildium Resident Center is the secure portal for your account, documents, payments, routine maintenance, and contact information.

Use the Buildium Resident Center to:

- Review your ledger, payment history, lease, and account documents.
- Make eligible ACH payments and review current payment instructions.
- Submit routine maintenance requests and follow repair updates.
- Update your phone number and email address.
- Keep time-sensitive messages and notices from being missed.

Move-in reminders

- Complete the Property Condition Report within 10 days after move-in.
- Take clear, dated photos for your own records. The condition report is not a repair request.
- Contact the assigned post office for missing or malfunctioning mailbox keys.
- Reprogram garage remotes and exterior keypads when you take possession.
- Obtain HOA gate, pool, gym, or amenity devices according to the property instructions.

REQUESTS AND WRITTEN APPROVAL

Do not perform repairs, renovations, painting, fixture changes, satellite installation, wallpaper installation, or other alterations without prior written approval. A conversation, vendor visit, or submitted upload does not replace the required approval process.

Keep your contact information current

Update your contact information in the Buildium Resident Center and notify Rice Real Estate & Property Management when your phone number or email address changes. Correct contact information helps prevent missed notices, repair scheduling calls, and account messages.

Resident Resource Center

Forms, guides and Resident links

RENT AND ACCOUNT

Paying Rent

Follow the payment terms in your signed lease and the instructions displayed in your Buildium Resident Center account.

25TH

Rent posts and is due in advance on the 25th of the prior month.

1ST

The lease provides a grace period through the 1st. Payment must be received no later than the 1st.

2ND

If payment has not been received, a one-time late fee equal to 5% of the periodic rent may be charged.

NRS 118A.210

Online ACH payments

- Eligible Residents may make one-time or recurring ACH payments through the Buildium Resident Center.
- A dishonored ACH payment may result in a $75 charge and loss of online ACH access.
- Do not wait until the end of the grace period to report a login or payment problem.

Checks and certified funds

- Cash and two-party checks are not accepted.
- When permitted, personal checks, cashier's checks, or money orders may be mailed or delivered during office hours.
- There is no after-hours rent drop box.
- Certified funds may be required for move-in, after a returned payment, or when rent remains unpaid on or after the 2nd.

Payment address

Rice Real Estate & Property Management, 8275 S. Eastern Ave #200, Las Vegas, NV 89123. Normal office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m.

Pay Rent

Complete instructions

MAINTENANCE

Routine Repair Requests

Routine repairs must be submitted through the Buildium Resident Center. A document upload or phone call alone does not create a routine repair request.

INCLUDE THESE DETAILS

1. Where the problem is located and what is not working.
2. When the problem started and whether it is getting worse.
3. Troubleshooting steps you have already completed.
4. Clear, well-lit photos or a short video when available.
5. The best contact number, gate code, and available appointment times.

Routine Repairs

Submit through Buildium Resident Center

Resident-vendor coordination

The assigned independent vendor normally contacts the Resident directly to schedule access. Contact the vendor promptly if an appointment must be changed. A missed or canceled appointment may result in the vendor's applicable trip or no-show charge.

Resident responsibility

- Routine household care and minor items assigned to the Resident by the signed lease.
- Damage or repairs caused by a Resident, household member, pet, guest, or invitee.
- Basic troubleshooting such as batteries, breakers, GFCI resets, disposal resets, and simple clogs when safe.

Service coordination charges

When Rice Real Estate & Property Management coordinates service for an item that is a Resident responsibility, actual vendor charges and any lease-authorized charges may apply. Charges may also apply when damage, misuse, neglect, or a missed appointment caused the cost.

Not a routine request?

Active flooding, fire or smoke, suspected gas, a dangerous electrical condition, an unsecured exterior entry, sewer backup, or loss of an essential service may require emergency steps.

EMERGENCY MAINTENANCE

Protect People First, Then the Property

Take immediate safety action before contacting property management. Every property repair must also be documented through the Buildium Resident Center.

Immediate threat to life or safety

Move to a safe location and call 911 for fire, active smoke, medical emergencies, criminal activity, or another immediate danger.

Suspected gas leak

Leave the home immediately. Call Southwest Gas at 877.860.6020. Do not operate switches or create a spark.

Active flooding

If safe, turn off the nearest fixture valve or the home's main water supply. Follow the emergency page and use the preferred emergency plumber listed in the Buildium Resident Center.

Heating or cooling

Treat loss of HVAC as emergency maintenance when the indoor temperature is above 85°F or below 55°F.

Property emergency line

After taking the correct safety steps, call Rice Real Estate & Property Management at 702.551.9592, extension 6.

OTHER POSSIBLE EMERGENCIES

- Dangerous electrical arcing, burning odor, or exposed live wiring.
- An unsecured exterior door or window after a break-in.
- A sewer backup or overflowing plumbing that cannot be stopped.
- A structural, garage-door, pool-barrier, or other condition creating an immediate hazard.

Emergency Instructions

Review before an emergency occurs

Written request still required

After the immediate danger is controlled, submit the repair through the Buildium Resident Center with photos, videos, and the steps already taken.

MAINTENANCE

Who Handles What?

Your signed lease and property-specific instructions control when responsibilities differ from this general summary.

Resident routine care

- Keep the interior, garage, patios, and exterior areas clean and sanitary.
- Replace HVAC filters monthly, light bulbs, refrigerator filters, hood filters, and ordinary batteries.
- Handle simple clogs, disposal resets, breaker or GFCI resets, and minor Resident-responsibility items when safe.
- Set the irrigation timer, test visible irrigation, and replace accessible sprinkler or drip heads.
- Maintain landscaping from ground level up to 8 feet, including weeds, debris, lawns, bushes, and small trees.
- Provide routine pest control for common pests and small rodents.
- For pool homes, skim debris, empty baskets, remove toys, and keep the pool fence and gate secure.

Management-coordinated work

- Owner-provided appliance repairs not caused by Resident misuse or neglect.
- Structural repairs, roof, fencing, water heater, fixtures, garage-door equipment, and building systems.
- Underground irrigation pipes, pumps, controllers, and electrical components.
- Landscape work above 8 feet and underground landscape repairs.
- Termites, beehives, wasp nests, birds, larger rodents inside the home or attic, and common indoor pests reported within 30 days after move-in.
- Weekly professional pool service when provided for the property.
- Repair or replacement of smoke and carbon monoxide detectors that remain defective after batteries are replaced.

When responsibility is unclear

Submit the problem through the Buildium Resident Center. Rice Real Estate & Property Management will review the lease, cause, location, and property-specific instructions before determining responsibility.

Report water quickly

Active leaks should be reported immediately. The current lease requires water leakage or damage to be reported within 24 hours.

HOME ORIENTATION

Water Shut-Off Locations

Locate the shut-off valves before an emergency. Use a valve only when it is safe and you understand what it controls.

Toilet or sink

Use the small fixture valve near the toilet base or under the sink when the leak is isolated to that fixture.

Water heater

The cold-water supply valve is usually above the water heater. Do not touch gas or electrical controls.

Whole-house main

The main may be in the garage or a street-side utility box. Location and valve type vary by property.

Safety first

Do not enter standing water near electrical equipment, force a frozen or corroded valve, or open a street box when conditions are unsafe. Call 911 for immediate danger and follow the emergency maintenance page.

HOME ORIENTATION

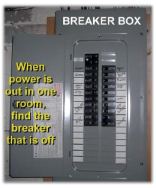
Electrical Panels, GFCI Outlets and Garage Doors

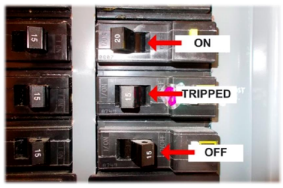
Complete only basic, safe troubleshooting. Do not remove electrical covers, touch exposed wiring, or adjust garage-door springs and cables.

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 outet.
3) Never plug an irrigation timer into a GFCI outet.

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.

Breaker and GFCI basics

- A tripped breaker may sit between ON and OFF. Move it fully to OFF, then back to ON once.
- Press RESET on the affected GFCI outlet. One GFCI may control several rooms or exterior outlets.
- Stop troubleshooting if a breaker trips again, an outlet is hot, there is arcing, or you smell burning.
- Submit a repair request when power does not return after the basic reset steps.

Garage door safety

- Check that the garage GFCI has not tripped and the photo-eye sensors are clear and aligned.
- Keep people, pets, vehicles, and objects away from the door path.
- Use the emergency release only when the door can be safely supported. A heavy door may fall when disconnected.
- Never adjust springs, cables, tracks, or high-tension hardware. Submit a repair request.

lose your garage door, here are the steps.

u feel confident with the steps:

;ency release handle disconnects the garage door door opener. This allows you to open and close the ne emergency release handle is located at the end of be that hangs from the garage door opener rail near age door.

:e to disengage the garage door from its track but be l too hard as this can damage/bend the track!

is nothing obstructing the doors path to the floor.

, some doors will no longer have any tension and will o the ground, it is important to have a second y object securing the door and ensuring it doesn't o the ground without aid.

s done, be sure to contact us and we can get a lor out to diagnose and service the unit.

Dangerous electrical problem

Move away from the hazard, call 911 when there is an immediate threat, and follow the emergency maintenance instructions.

HOME CARE

HVAC Filters and Indoor Temperature

Monthly filter care protects airflow, equipment performance, indoor comfort, and energy efficiency.

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 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 change it **2)** It helps to have the thermostat ON when installing the air filter.

Monthly filter steps

1. Use the correct filter size and type specified for the home.
2. Turn the thermostat off before removing the old filter when needed for safe access.
3. Clean dust from the return grille and install the new filter with the airflow arrow toward the duct.
4. Write the installation date on the filter frame and replace it at least once each month.
5. Submit a repair request if the filter grille is too high to reach safely.

Resident responsibility

Residents may be responsible for damage or service costs caused by neglected filters. Follow the filter requirements in your signed lease and property instructions.

Before submitting an HVAC request

- Replace the filter if dirty.
- Check thermostat mode and batteries.
- Confirm the breaker is on.
- Note the indoor temperature and any unusual noise or ice.

Emergency temperature threshold

Follow emergency maintenance instructions when the indoor temperature is above 85°F or below 55°F.

HOME CARE

Plumbing and Garbage Disposals

Prevent avoidable clogs, leaks, water damage, and Resident-responsibility service charges.

Garbage disposal rules

- A disposal is not a trash can. Use it only for small amounts of appropriate food residue.
- Do not put grease, oil, bones, eggshells, coffee grounds, rice, pasta, potato peels, or fibrous food into the disposal.
- Run cold water before, during, and for about 30 seconds after use.
- Never place your hand in the disposal. Turn off power before using the reset button or approved wrench.
- Residents may be charged for stoppages caused by misuse.

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

VIDEO QUICK FIX TIPS:

Leaks and clogs

- Use a plunger for a simple toilet clog when safe. Stop flushing if the bowl may overflow.
- Do not flush wipes, paper towels, feminine products, toys, grease, or other foreign objects.
- Report active leaks immediately. The lease requires water leakage or damage to be reported within 24 hours.
- If safe, shut off the nearest fixture valve or the main water supply while waiting for help.

Resident charge examples

Service may be charged to the Resident when the cause is food debris, foreign objects, grease, misuse, neglect, an avoidable overflow, or another Resident-responsibility condition. Other Resident-responsibility costs may apply under the signed lease.

Active flooding

Take safe shut-off steps, follow the emergency maintenance page, call 702.551.9592 extension 6, and submit the repair through the Buildium Resident Center.

EXTERIOR CARE

Landscaping, Irrigation, Pests and Pools

Exterior care protects the property, complies with HOA standards, and helps prevent avoidable damage.

Landscaping

- Maintain ground-level landscaping up to 8 feet.
- Mow, weed, remove debris, and trim lawns, bushes, shrubs, and small trees.
- Resident neglect may lead to vendor work and charges.

Irrigation

- Set and seasonally adjust the timer.
- Check visible watering and leaks regularly.
- Replace accessible sprinkler and drip heads. Underground, pump, controller, and electrical repairs are coordinated by management.

Pest control

- Residents handle common pests and small rodents.
- Management coordinates common indoor pests reported within 30 days after move-in, plus termites, beehives, wasp nests, birds, and larger rodents inside the home or attic.

Pool homes

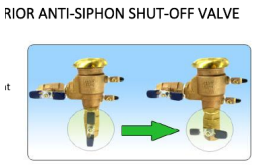
- Skim debris, empty baskets, remove toys, and keep the pool fence and gate secure.
- Rice Real Estate & Property Management coordinates weekly professional pool service when provided.
- Maintain at least $500,000 in renter's liability coverage for a private pool home.

HOA landscaping violations

If an HOA reports that Resident landscaping is not maintained, a professional vendor may be hired at the Resident's expense. The signed lease may also allow an administrative or coordination charge.

Report unusual activity

Submit unusual pest, irrigation, pool, or landscape problems through the Buildium Resident Center so responsibility and the correct vendor can be determined.



ANIMALS

Household Pets and Assistance Animals

Household pets and disability-related assistance animals use separate review processes. Choose the correct process before an animal enters the home.

Household pet request

- Complete one Household Pet Affidavit for each proposed pet.
- The property Owner makes the final decision about whether household pets are allowed.
- Submitting an affidavit starts the review. It does not approve the pet.
- Do not bring, keep, pet-sit, or allow the proposed pet at the property before written approval.
- If approved, property-specific fees, monthly charges, an additional deposit, insurance requirements, and a written amendment may apply.

Reasonable accommodation

- Use the reasonable accommodation process for a service animal or another disability-related assistance animal.
- There is no fee to submit a reasonable accommodation request.
- Approved assistance animals are not charged household pet fees, monthly pet charges, or pet deposits.
- The assistance-animal process is separate from household-pet approval.
- Provide complete information and follow written instructions for the request.

Visiting pets and pet-sitting

Do not bring, keep, babysit, or care for another person's household pet at the property without prior written approval. Every additional or replacement household pet requires a separate affidavit and review.

When an approved pet leaves

Notify Rice Real Estate & Property Management within 30 days if an approved pet is adopted, lost, dies, or otherwise stops living at the property. Removing a pet does not automatically change rent, deposits, insurance, or lease terms.

Pet or Animal Request

Choose the correct process

LEASE CHANGES

Adding or Removing a Household Member

No person is added, removed, approved for occupancy, or released from responsibility until the written review and amendment process is complete.

Add a person

1. Submit the online add or remove request before the person moves in.
2. The proposed applicant pays the current $65 application fee.
3. Provide valid government-issued photo identification and complete the required background review.
4. If approved, complete the written amendment and pay the current $195 amendment fee.
5. Wait for written confirmation before occupancy begins.

Remove a person

1. Submit the online request with complete information about the person leaving.
2. Moving out does not automatically release a tenant, co-signer, Resident, or roommate from the lease.
3. A current $195 amendment fee applies to removing a person from the lease or household records.
4. All required parties must sign the written amendment.
5. The existing lease remains fully effective until completion.

No subletting or informal transfers

Do not assign, sublet, advertise, promise, or give possession of the home to another person without prior written consent. A proposed household member should not move in while a request is pending.

WHAT HAPPENS AFTER SUBMISSION

Rice Real Estate & Property Management reviews the request and may ask for more information. Continue following the current lease until written approval, all documents, required fees, and signatures are complete.

Household Change

Start the required request

PROTECTION

Renter's Insurance and Home Safety

Renter's insurance protects the Resident's interests and must remain active throughout the tenancy.

Insurance requirements

interest, not as an additional insured.
• Maintain at least $100,000 in personal liability coverage.
• Maintain at least $500,000 in liability coverage for a rental home with a private pool.
• Higher liability limits may apply for an approved household pet or another property-specific condition. Your signed lease and written approval terms control.
• Provide clear proof of coverage when requested.
• The property Owner's insurance does not cover your furniture, clothing, electronics, or other personal belongings.

Ask your insurance carrier about

- Personal property and liability limits.
- Temporary living expenses and loss-of-use coverage.
- Theft, fire, water damage, sewer backup, and exclusions.
- Deductibles, pet liability, and property-specific risks.
- How to submit a claim after an incident.

EVERYDAY SAFETY

- Test smoke and carbon monoxide detectors regularly and replace ordinary batteries. Never remove or disable a detector.
- Keep at least 3 feet of clearance around a water heater and never use the closet for storage.
- Keep children, furniture, beds, and toys away from open windows and window-covering cords.
- Never leave candles, grills, running bath water, heating pads, or heat-producing appliances unattended.
- Do not use electrical appliances while standing in water or overload outlets, extension cords, or power strips.
- Keep a suitable fire extinguisher accessible and maintain an emergency plan and supply kit.

Detector tampering

The current master lease may assess a $100 charge for removing, disabling, or tampering with a smoke or carbon monoxide detector, in addition to repair or replacement costs.

PROPERTY RULES

HOA Rules, Alterations and Property Entry

Review the property-specific lease, HOA documents, and written instructions available through the Buildium Resident Center.

Common HOA and community rules

- Parking, vehicle registration, commercial vehicles, trailers, boats, and street parking.
- Trash-bin storage and the timing of curb placement and removal.
- Landscaping, weeds, debris, tree or shrub growth, and irrigation.
- Noise, pets, odors, holiday decorations, exterior storage, and garage-door appearance.
- Amenity, gate, pool, architectural, and satellite-dish requirements.

Alterations and wall use

- Use proper picture-frame hardware for ordinary artwork.
- Obtain written approval before painting, installing fixtures, mounting large items, attaching wallpaper, or making another alteration.
- At move-out, remove television hardware and professionally repair large holes. The affected wall may require corner-to-corner painting.
- Do not perform or authorize property repairs without written direction.

Resident-caused HOA violation

A professional vendor may be hired to correct a Resident-caused violation at the Resident's expense. The signed lease may allow an administrative fee for a Resident-caused HOA violation, plus applicable correction costs.

PROPERTY ENTRY

Rice Real Estate & Property Management generally provides at least 24 hours' notice when notice is required. Emergencies, requested repairs, court orders, abandonment concerns, and other lease or legal exceptions may allow different access. Keep gates, locks, pets, and access instructions ready for scheduled service.

Fireplaces and special equipment

Use a fireplace, pool equipment, solar equipment, or another property-specific system only according to the signed lease and written instructions. Decorative fireplaces may not be operated without written approval.

HOME CARE

Preventive Home Care Schedule

A few consistent habits reduce emergencies, protect the home, and make move-out easier.

EVERY WEEK

- Check under sinks, around toilets, and near appliances for leaks.
- Inspect visible irrigation and report active flooding.
- Keep exterior areas, pet waste, trash, and HOA-facing areas clean.
- Complete pool skimming and basket care when responsible.

EVERY MONTH

- Replace the HVAC filter with the correct size and type.
- Test smoke and carbon monoxide detectors and replace ordinary batteries.
- Clean exhaust fans, return grilles, appliance filters, and lint screens.
- Review the Buildium Resident Center and keep contact information current.

EVERY QUARTER

- Review water-shutoff locations and keep them accessible.
- Inspect caulking, grout, toilets, faucets, and appliance supply lines.
- Clean garage sensors and test safe door operation.
- Check for pest, roof, ceiling, or exterior conditions that should be reported.

ANY TIME YOU NOTICE A PROBLEM

- Stop the source of damage when safe and report active water immediately.
- Submit routine repairs through the Buildium Resident Center with useful photos or video.
- Do not wait for a minor condition to become an emergency or HOA violation.
- Keep receipts and written approvals for Resident-responsibility work and alterations.
- Never use the document-upload page as a substitute for the correct request form.

Resident FAQs
Questions and answers

LEASE RENEWAL

Review, Decide and Sign Before the Deadline

Renewal terms vary by property. Read the written offer carefully and respond by the deadline shown in the offer.

1. **ABOUT 90 DAYS BEFORE**
   Rice Real Estate & Property Management begins reviewing the property, market, tenancy, and Owner instructions.
2. ABOUT 60 DAYS BEFORE
   Renewal information is generally sent. The written offer identifies the proposed term, Maximum Total Periodic Rent, and response deadline.
3. **RESPONSE DEADLINE**
   A common deadline is the 20th of the final lease month, but the exact written offer controls.
4. **SIGNATURES**
   Every required signer completes the renewal electronically through DocuSign.
5. **NEW TERM**
   The new monthly price generally posts on the 25th before the new lease period begins.

Possible choices

- A new fixed-term lease.
- A month-to-month option when offered.
- A standard lease-end move-out with proper notice.

Read the full monthly price

Review the Maximum Total Periodic Rent shown in the written renewal offer, along with any separately disclosed optional service you elected. Silence or a late response may result in month-to-month terms or another outcome described in the written offer and signed lease.

Household and animal changes are separate

A renewal does not automatically approve a new household member or animal. Submit the correct request before the renewal deadline when a change is needed.

Renewal Guide

See the renewal steps

MOVING OUT

Notice Requirements and Early Termination

A proper move-out begins with the required online notice and a firm move-out date.

Standard lease-end notice

- Submit the required online move-out notice with your firm date, current contact information, and forwarding address.
- The current master lease requires notice before the first day of the final lease month and never less than 30 days before lease expiration.
- A conversation, email, vendor message, or document upload does not replace the required online notice.
- Keep the submission confirmation. Detailed instructions are normally provided after the notice is reviewed.

Leaving before lease expiration

- Early termination follows the signed lease-break addendum and is different from a standard lease-end move-out.
- The current master addendum requires at least 30 days of written notice and a $995 lease-break administrative fee.
- Rent and required utilities continue until an approved replacement Resident completes required payments and physically takes possession.
- Contact Rice Real Estate & Property Management before making final arrangements because signed documents control.

Before choosing a date

Confirm the lease expiration date, required notice deadline, household plans, and whether your situation is a standard move-out or an early termination. Late or incomplete notice may trigger holdover terms.

Submit Notice

Use the required online form

AFTER SUBMISSION

1. Watch for the confirmation and detailed move-out instructions.
2. Continue paying rent and recurring charges when due.
3. Schedule professional cleaning and plan utility transfer.
4. Return the empty home and every access device by the confirmed deadline.

MOVING OUT

Move-Out Cleaning and Restoration

Return the home empty, clean, sanitary, and restored according to the signed lease and detailed move-out instructions.

Whole home

- Remove every personal item and all trash.
- Clean doors, walls, baseboards, blinds, windows, tracks, switches, fixtures, fans, vents, and closets.
- Replace burned-out bulbs and install a new, dated HVAC filter.

Kitchen and laundry

- Clean appliances inside, outside, underneath, and behind when accessible.
- Clean cabinets, drawers, counters, sink, disposal, hood filter, refrigerator filter, and laundry area.
- Remove grease, food debris, residue, and odors.

Bathrooms and floors

- Clean toilets, tubs, showers, glass, tile, grout, sinks, mirrors, cabinets, and exhaust fans.
- The lease requires professional carpet and hard-surface floor cleaning, including tile and grout.
- Keep professional vendor receipts.

Garage and exterior

- Sweep and clean the garage, patios, entry, and storage areas.
- Remove weeds, debris, pet waste, and unauthorized items.
- Set the irrigation timer for the correct season and return landscaping in maintained condition.

Walls and mounted items

Remove television and other large mounting hardware. Large holes must be professionally repaired, and the affected wall may need corner-to-corner paint. Do not create visible spackle dots or mismatched spot paint over ordinary picture-hanger holes.

Possible move-out charges

Current move-out guidance lists minimum hauling, coordination, and return-trip charges when applicable, in addition to actual cleaning, repair, replacement, and lease-authorized costs.

MOVING OUT

Return of Possession and Security Deposit

The property is not fully surrendered until everyone has vacated, belongings are removed, and all required keys and access devices are returned.

RETURN POSSESSION

1. Vacate the home completely by the confirmed move-out date.
2. Return every house key, mailbox key, garage remote, gate remote, access card, pool key, and other access device by 5:00 p.m. unless written instructions state otherwise.
3. Follow the required utility transfer date. Do not simply shut utilities off early.
4. Provide a complete forwarding address and reliable contact information.
5. Keep receipts, confirmation messages, and evidence of the returned condition.

No deposit as rent

The security deposit cannot be used in place of final rent. Continue paying rent, recurring charges, and other balances when due through the end of your financial responsibility.

No final walk-through appointment

Rice Real Estate & Property Management does not use a final walk-through appointment to approve the condition or determine charges. Document the home and follow the complete written instructions.

Security deposit accounting

- A written, itemized accounting is provided within 30 days after the rental property is surrendered.
- Any remaining refundable balance is sent with or after the accounting.
- Missing forwarding information may delay delivery.
- The deposit may be applied to unpaid balances, damage, cleaning, missing items, and other charges allowed by the lease and Nevada law.

Utility timing

For a standard lease-end move-out, follow the transfer date provided in the written instructions. For an early termination, required utilities may remain active until the approved replacement Resident physically takes possession.

Move-Out Guide

See move-out instructions

Normal Wear vs. Resident Damage

These are general examples, not automatic decisions. Age, quality, condition at move-in, length of tenancy, cause, and repairability all matter.

AREA	NORMAL WEAR EXAMPLES	DAMAGE OR CHARGE EXAMPLES
Walls and paint	Minor fading, light scuffs, or ordinary aging.	Large holes, unauthorized paint, stickers, smoke residue, heavy marks, or poor patching.
Carpet and flooring	Ordinary traffic wear and age-related flattening.	Stains, burns, pet urine, tears, gouges, water damage, or excessive soil.
Doors, blinds and screens	Minor wear from normal operation.	Broken slats, bent tracks, holes, missing hardware, pet damage, or forced-entry damage not properly reported.
Appliances and fixtures	Failure caused by age despite proper use and cleaning.	Missing parts, grease buildup, impact damage, misuse, or neglected filters.
Plumbing	A worn washer, seal, or component that fails with normal use.	Foreign-object clogs, grease, wipes, toys, overflow damage, or an unreported leak.
Landscaping	Ordinary seasonal change or normal growth.	Dead plants from inadequate water, weeds, debris, overgrowth, pet waste, or damaged irrigation heads.
Cleaning	Normal wear is not a substitute for cleaning.	Trash, odor, residue, grease, grime, dirty appliances, or a home not returned clean and sanitary.

Condition documentation matters

Complete the move-in Property Condition Report on time, keep dated photos, report repairs promptly, and document the home again at move-out. The signed lease, condition records, invoices, and applicable law control the final accounting.

RESIDENT RESOURCES

Resident Services & Benefits and Key Links

Standard Resident services are available throughout the tenancy. The optional Resident Benefits Service is $35 per month when elected before lease signing and documented in the lease or addendum. Declining it does not affect standard services.

Resident Benefits Service may include

- HVAC filter support during a quality-assurance visit. Monthly filter replacement remains a Resident responsibility.
- One eligible payment-fee waiver per lease term.
- Optional rent-payment reporting through Boom. No credit-score result is guaranteed.
- Renter's-insurance and utility-connection resources. Insurance premiums and coverage are separate.
- Verification of Rental History (VOR) support and homebuying or real-estate referral resources.
- One courtesy rekey coordination per lease term. Locksmith, materials, and other third-party costs remain the Resident's responsibility.

Third-party services remain subject to provider terms, eligibility, availability, and privacy practices.

Resident Services & Benefits

Review services and optional benefits

Resident FAQs

Questions and request links

MOST-USED RESIDENT PAGES

- **Resident Resource Center**
- **Pay Rent**
- **Routine Repairs**
- **Emergency Maintenance**
- **Pets and Assistance Animals**
- **Household Changes**
- **Lease Renewal**
- **Moving Out**
- **Upload Resident Documents**

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Final reminder

Your signed lease and addenda control. Property-specific terms, written notices, HOA rules, and website forms may add or change requirements.

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