



Attentive Realty & Property Management LLC

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Welcome to the Attentive Realty & Property Management Family

We thank you for your trusting in us to be your property manager. We further thank you and trust in you, to take care of the home that you will live in. Please feel free to ask questions before signing anything so that we may clear up any questions that you might have. Rental Application at Attentive Realty & Property Management is \$65.00 per Adult. All Adults and Children and Pets have to be named on the Lease that is residing at the Property. We care about you and want to ensure that everyone is on the lease and protected. All of our Leases are done via Electronic Signatures. Reduced cost to set up our lease is \$120.00. If you choose to sign a lease via "wet signature" (meaning you come into our office or meet the Property Manager in person and we print the entire lease so you can sign it in person), we can accommodate that as well. There is however a processing fee of \$165.00 associated with that process. We recommend that you safeguard your lease. Shall you ever require additional copies of your lease during the course of the lease, a Document processing fee is being assessed to your account in the amount of \$65.00 per request via online form of delivery. This Fee is applied if you request a copy via email. A hard copy print with or without mailing is \$120.00. We urge you to keep good records.

We love what we do, so you can count on us to be there for you. We hope that we can count on you to be a responsible Tenant like we expect our Owners to be responsible Owners and take care of your needs as well.

Please read the Document in its entirety

- *Rent payment online: <https://attentiverealty.com/rental-home> follow easy instructions after that. All Rents are due on the 1st of every month. If the first (1) falls on a weekend or a Holiday, the rent is due on the prior business day. Late Fees equal 5% of Rent due that includes utilities (if any are assessed to your account). Please refer to your lease for the exact amount. Late Fees are applied to your lease on the 2nd of every month. If you choose to make Rent payments online please ensure it is done in plenty of advanced time due to the fact that banks require time to process your payments in to avoid late fees.*

- *5 day filing will happen on the 3rd of the month. This will result in additional fees to you in the Amount of \$130.00*

- *Rent can be paid in form of Cashier's check, money order, personal check. You may also pay conveniently online via ACH or Credit Card from your online account. Please be advised that our online vendor is a 3rd party vendor and charges slight fee to get your payment processed.*
We DO NOT accept post dated checks and we will NOT HOLD checks for later deposits.
We also DO NOT accept Cash.
So that we may apply your payment to your account we ask that you ALWAYS put your property address on the checks or money orders.

- *Failure to pay rent as stipulated above will result in you being served a 5 DAY NOTICE TO PAY OR QUIT. Step 1 A Notice to pay or quit, \$55.00 filing fee, and a \$75.00 Administrative Fee from Attentive Realty & Property Management will be applied to your account per eviction attempt.*

- *Step 2 if payment along with late fees and filing fees and administrative fees is not paid within the specified time, Eviction procedures will begin, Further fees will be accessed to your Account: Eviction Cost of actual fees assessed Summary Eviction cost currently \$195.00 and an Administrative Fee of \$175.00 from Attentive Realty & Property Management for servicing fees. In accordance with your lease all late fees, legal fees, service fees, and repair cost/fees are considered rent. All late rents must be paid in certified funds or money order after the 2nd day of the month. No exception.*

- **DELINQUENT and COLLECTION ACCOUNTS Billing Cycle:** Explanation below per Financial Documents.
 The elapsed time between each statement, usually 30 days from last Statement Date: the date the billing statement is produced during each billing cycle .Current Billing Period: from the first date of the previous month to the statement end date. Previous Billing Period: the account activity prior to the current billing period. Account Balance: the total amount due. Please refer to Financial Policy Document attached to Lease for further details.

- *Any personal check returned to our office for insufficient funds will be charged a NSF Fee (refer to your lease for the fee amount) and you will relinquish your right to pay in form of personal check or online payments. Repayment must be made within 24 hour of notice of default. All other fees resulting this action will be applied as well.*
- *Our Office hours are Monday – Friday 9:00 AM – 5:00 PM. You may mail Rent checks to 8275 S Eastern Ave Ste 200 Office 220, Las Vegas NV 89123 or you may drop off Rent payment to our Office Suite direct or you may leave Rent payment in a sealed Envelope made out to Attentive Realty Ste 220 with the Receptionist on the 2nd Floor. Our Office is closed on weekends and holidays. **No drop off box is available.** Do **NOT** put Rent payment under the front doors of the 1st floor. These doors are not monitored.*
- *Your Security Deposit is **NOT** considered your last month Rent payment. If you intent to vacate the home, you are required to provide Attentive Realty & Property Management with a 30 day written notice, before your lease expiration date. All requited documents are on our Web page: <https://attentiverealty.com/rental-homes/> If you are not staying the required term of the lease you might be charged additional fees until the home is released resulting in re-letting charges for you.*
- *Renters Insurance is required before Keys are turned over. We encourage you to have your Insurance Company email us a copy ASAP. We hate the thought of you paying Rent and not being able to receive keys. Once you are in a lease and renew your lease for any extend period of time, it is required to for you to upkeep the renters insurance as well. If you fail to keep coverage, a penalty fee of \$275.00 will be added to your account, and might be grounds for termination of lease at any time. We want to ensure that you and your belongings are always covered. In the event that you own a pet, the pet has to be on the insurance policy as well as you.*
- *All utilities are your responsibility unless otherwise state in the lease. All utilities must be put into your name before move in or at the lease start date, so you may not experience lack of service. Upon move out a copy of the Final payment to Water, Sewer, Trash Utilities are required for you to turn in to us, so that we may get your security deposit back to you as quick as possible. If none provided an automatic \$300.00 will be held in escrow and will become non-refundable after 30 days of move out.*

- *You will receive a Move in inspection sheet –that is due back to our office no later than 30 days of move in/or with your next month rent due payment. This identical document will be used to do your move out. We will require a signature from you. Once our Office has reviewed the document we will sign acceptance and get a copy back to you. It is very important document for you, so please help us, help you to get the most if not all of your Security deposit back.*

- *For any routine maintenance problems please go to web site at https://resident.propertyboss.net/ResidentPortal904v17?customer=attentive_83277 Log into your online account to submit a work order. **All maintenance request service must be done in writing.** Please be as specific as you can be. If you experience an emergency please call our direct line during regular office hours or you assigned Property Managers Cell phone. You will find your assigned Property Managers Cell Phone # in your lease. We will get the emergency started right of way. Failure to be present for your appointment with our Vendors will result in a NOW SHOW Fee from both the Vendor and Attentive Realty.*

- *Notice of responsibly of the Home you are renting. The home you are occupying is your home; therefore the responsibility of upkeep and maintenance is your responsibility- according to your guidelines on the lease. If you are absent from the home, it is important that you have someone to take care of the home in your absence that can take care of issues as they may arise. If the Property Manager has to take care of any issues while you are absent the responsibility of any cost due, like hourly wages that we incur and any emergency cost that is associated with the repair will become your cost. IF we have to cover cost on your behalf, a 15% surcharge from Attentive Realty will apply to any cost paid on your behalf.*

- *As a Tenant YOU are responsible for the changing/cleaning of your furnace/air conditioner filters. Great damage can result in your failure to change/clean these filters. It is recommended that filters be changed every 30 days. The lack of changing of these filters is very costly to you, as you may have to pay thousands of dollars to fix such a unit. So we urge you to change the filters every 30 days.*

- *Smoke detectors are there for you and your families' protection. We ensure all smoke detectors are in working condition upon your move in. For your own peace of mind please check these on a regular basis. Even though a smoke detector likes AC filters are you're responsibly, we have a few maintenance companies that we work with, that can assist you for a nominal fee.*

- *HOA Rules and Regulations. Most, if not all of our homes are located in a HOA govern community. You will be provided with a copy of the governing documents that you must abide by. HOA's are NOT considered to be your reminder service to upkeep your property. Attentive Realty allows for 1 violation per year at no charge to you. In case for a 2nd, 3rd, or even 4th violation, Attentive Realty & Property Management charges a processing fee to your account. Please refer to your Lease for HOA Violation Fees per violation. Each processing fee can be expensive. If we receive a 4th violation on your property it is grounds for termination of lease as well. Properties that are located in a NON HOA Property are held to the same high level of Property upkeep, so therefor if we sent you notice for problems with your property, the fees are the same as the fees for an HOA governed community. Take Pride in your Home. We all share the same planet and living environment.*

- *Landscaping maintenance of front, back, sides yards and in some cases common areas are your responsibility. Please do not assume that something is not your responsibility – instead ask and we will find out – always better to ask the question than be charged a fee for Noncompliance.*

- *In the event your property has a Landscaping and/or Pool Contractor assigned to your Property, a contact phone number and vendor name will be provided to you in your lease. Don't assume that vendors know everything that is happening on your property is proactive, and of course communication is key to them as well. IF you see something please bring it to the attention of the contractor assigned to your Property. They in turn will inform us if we need to correct anything that requires authorization first. If you have a Pool and a contractor for your property, you still have responsibly to upkeep for the time that the vendor is not there. Pool Contractors come out once a week, however bad weather can hit any day. Do NOT wait on Pool Contractor to clean up the mess in the Pool, for this can cause damage to the pump etc. IF that happens you might be charged with repair costs.*

- *Subject of Maintenance: the Tenant is required to pay up to \$100.00 of any repair cost. Refer back to the lease for further details. This fee applies to any work order assigned to a property. Our goal is to ensure a good quality home for everyone to enjoy. Maintenance of the home is very important, and yes you are renting and not owning the property, it is a Home that is to provide you as well as the next Tenant a place you call HOME*

- *Missed Appointment Fees- If you have an appointment set with a Vendor and you are a NO SHOW for your Vendor- and automatic NO Show fee of at least \$75.00 will be applied to your Rent. If the Vendor charges a higher Fee- your No Show Fee will increase. If we, Attentive Realty & Property Management have an appointment with you, and you are a NO SHOW the No Show fee will be a flat Fee of \$75.00 1st No Show- 2nd No Show the Fee will be \$150.00. We understand everyone's time is valuable and we are no acceptance. We hope we can count on you to never miss an appointment*

- *Keys: Attentive Realty & Property Management will issue you keys at move in. PLEASE BE ADVISED THAT WE DO NOT DO LOCK CHANGES. It is you're responsibly to get the locks changed at move in. Mailbox Keys will be issued if available, however mail is private and we urge you to go the post office with a copy of your lease to get the mailboxes rekeyed, This is for you privacy and mail protection.*

- *You are required to keep us notified every time you change your contact phone numbers or email addresses so that we may always get important information out to you.*

- *Shall you decide it is time move out for whatever reason a 30 day notice must be given. you can complete the move out request via our web page under <https://attentiverealty.com/rental-homes/> – follow further easy directions, please also download and/or read the Move out checklist to ensure your refund of your deposits, A 15% surcharge will be applied if at move out Attentive Realty & Property Management has to dispatch Vendors to return the Property back to its original condition at the time the property was turned over to you.*

➤ *Last but not least your favorite subject, when do I get my Security Deposit back. Our refund policy is in regulation of Nevada Law. Attentive Realty and Property Management will process all payments and documents (30) thirty days from move out date- or turnover of keys to the Home. We will mail all related documents and check to the forwarding addresses provided to us by you. The move out check list is provided on the web page for you. We will do everything to ensure a quick and easy return. As always communication is KEY to a smooth transaction.*

➤ *I have read and understand the above information provided to me*

We look forward to serving you. Welcome to the Attentive Family

Tenant Signature

Date:

Tenant Signature

Date:
