

Hallmark
Investments
& MANAGEMENT. LLC
775.786.8488

HallmarkReno.com



**RESIDENT
GUIDE**

UTILITIES

NV Energy

775-834-4444

Gas Leaks or Emergencies

775-834-4100



AT&T

877-596-5240



Spectrum

833-267-6094



Waste Management

775-329-8822

or email csnevada@wm.com



Truckee Meadows Water Authority

775-834-8080

Emergency

775-834-8090



All Residents are required to put gas & electricity in their name by calling NV Energy. Please provide your Account Number to Management prior to move-in. Refer to your lease to determine whether trash service is also Resident responsibility.

TABLE OF CONTENTS

How To Care For Your Home	4-12
◦ Central Heating and AC Systems	4
◦ Mini Split Units	5
◦ Wall AC Units	6
◦ Wall Furnace And Baseboard Heating	7
◦ Laundry	8
◦ Garbage Disposal, Dishwasher, Plumbing	9
◦ Door Locks & Lockouts	10
◦ Towing	11
Resident Portal	12
Work Orders & After Hours	14
Insurance & LLI	15
RentCheck Inspections	16
Resident Responsibilities	18
Payment Options	19

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CENTRAL HEAT & AC

- Replace filters every 4-6 months, or as needed, per your lease agreement. Ensure new filter arrows face the same direction as the dirty filter.
- Temperatures should not be set below 68 degrees on AC or above 74 degrees on Heating.
- Keep vents unblocked for consistent airflow and system efficiency.
- Exterior condenser units should be free of debris, plants, and pet waste to prevent damage and/or corrosion. Pet urine causes disintegration of systems in AC condensers, requiring a replacement of the unit.

Quick Check: Monitor for unusual sounds or smells from your system and report issues promptly.



MINI SPLIT UNITS

- Per lease agreements, filters should be cleaned on a weekly basis. Repairs caused by clogged filters or misuse will be charged to Residents.
- ALL units must be set to the same mode (Heating or Cooling) at any time, or malfunction will occur.

DO NOT SET UNITS ON AUTO.

- Temperatures should not be set below 68 degrees on AC or above 74 degrees on Heating.
- Regularly inspect units for damage, leaks, or unusual noises.
- Replace remote control batteries as needed to ensure smooth operation.

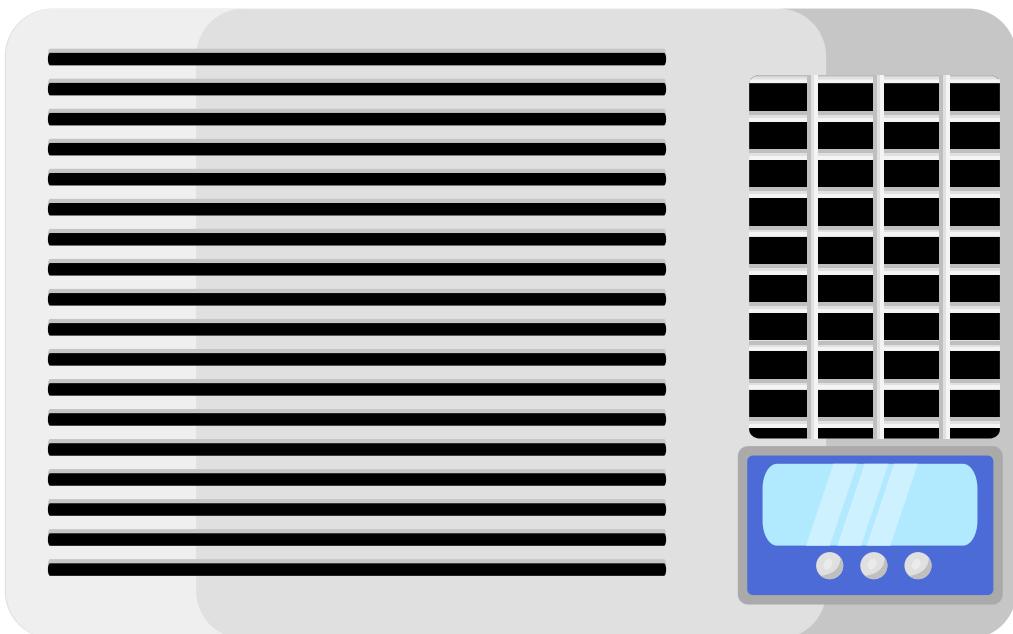
Tip: Mini split units perform best when doors to unused rooms remain closed to contain airflow within desired spaces.



WALL AC UNITS

- Clean filters weekly while unit is in use by removing, wiping them with a damp cloth, and letting them dry before reinstallation.
- Do not set AC temperatures below 68°F to prevent freezing and damage to the unit.
- Repairs caused by clogged filters or misuse will be charged to residents.
- If these machines break, they can only be replaced, not repaired. Replacement times may take 3-5 weeks during peak summer months.

Tip: For energy efficiency, keep blinds or curtains closed during the hottest parts of the day to help reduce strain on the unit.



WALL FURNACE UNITS

- Clean out the lower portion of your unit regularly to ensure debris does not interfere with the pilot light.
- Keep any furniture or items at least three feet away from wall furnaces on all sides. The tops of your wall furnace cannot be used as a shelf.

BASEBOARD HEATING

- Inspect heating vents regularly for dust, dirt, and obstructions. Vacuum out any buildup as needed.
- Keep any furniture or items at least three feet away from baseboard heating elements.



LAUNDRY

- Keep your washing machine cover open between uses to completely dry out and prevent mildew.
- The lint trap in your dryer should be cleared after each cycle to prevent fire hazards.



GARBAGE DISPOSAL

- Garbage disposals are designed for small scale, soft food scraps only. Do not dispose of bones, grease, or large amounts of coffee grinds and rice.
- Regularly clean your garbage disposal out by rinsing it with hot water and dish detergent.
- Any work order required to repair garbage disposals is charged to Residents if misuse is reported by maintenance technicians.

DISHWASHER

- Rinse dishes thoroughly before loading your dishwasher to prevent clogs and ensure optimal performance.
- Clean out your dishwasher filter every 3 months to prevent clogging.

PLUMBING & PROHIBITED ITEMS

- **NEVER** flush baby wipes, feminine hygiene products, cleaning wipes, or anything outside of toilet paper to avoid damage to waste line systems.
- Repairs from improper use are costly and will be charged to Residents.

DOOR LOCKS & LOCKOUTS

Lockout Policy:

- If a lockout occurs after hours, locksmiths will need to be contacted and paid for at the time of service. If the cause is determined to be a lock malfunction, Management will refund you the cost as a credit on your portal.
- Lockouts not resulting from lock malfunction are not covered by Management.
- If you are locked out during business hours, feel free to try contacting management first— we can usually come help within the hour.

You can find the number for our trusted lock vendor, **Advanced Locksmith**, here:

775-425-5005

Mail Key:

If your mail key is misplaced, locksmiths will need to be contacted to rekey your mailbox. Please let Management know if this occurs, and provide us with a copy.

Keypad Door Locks:

For Residents with a battery powered coded lock, please make sure that you are changing the batteries in your door every 3 months, as outlined in your lease, to ensure that a lockout does not occur. Use high-quality alkaline batteries. If you require any assistance when doing this, contact Management.

TOWING

What to do if an unauthorized vehicle is parked in your dedicated space:

- Call the contracted Tow Company who services the premises. Their number can be found on posted tow signs throughout the parking area.
- The representative will inform you if Residents have authorization to tow.
 - If no authorization is on the account, please contact Management to call the towing service directly.
- To complete a towing service, Residents must meet the Tow Truck in person at their space. Vehicles cannot be towed without an individual on-site.

For multi-family buildings, we recommend Management is contacted whenever a car is incorrectly parked, as we can send out mass texts to the building to ensure a neighbor's vehicle is not mistakenly removed.



RESIDENT PORTAL



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YOUR RESIDENT PORTAL

The Resident Portal is an easy-to-navigate tool provided by Hallmark Investments & AppFolio Management Software. Your portal will be your main source for billing, maintenance, and documentation. **Activation link is sent out once your lease documents are e-signed.**

- Contact Management
- Pay Rent Online
- Submit Work Orders
- Keep track of charges through your Ledger
- Make Digital Payments
- Access your Lease
- Sign Renewal Documents

Access Your Portal Here



WORK ORDERS

How to submit a work order:

- Verify that the issue is not Resident responsibility. Refer to your lease agreement under "Maintenance, Repairs, and Alterations".
- Log into the Resident Portal and select the "Maintenance" tab.
- Fill out the New Service Request form and attach photos for clarity. Provide as much detail as possible about the issue to speed up resolution.
- Monitor email and text notifications for scheduling, updates, and entry coordination.

Hallmark will reach out to schedule your maintenance request no later than 48 business hours after submission. Our goal is to take care of repairs within a week of receiving your work orders.

After-Hours Emergency:

Hallmark has exclusive access to an Appfolio service providing Residents with a 24/7 hotline in case of after hours emergencies. Representatives are trained to tackle issues using Hallmark's specific instructions and workflows. If a rep is not able to assist through completion, the Hallmark Team is contacted to take over for you.

**Call in your emergency work orders to a Smart Maintenance representative for the quickest response
(775) 871-0942.**

INSURANCE

We require all Residents to carry either a \$100,000 minimum liability Renter's insurance policy, or be automatically enrolled in Landlord Liability Insurance (LLI):

Option 1:

Purchase Renter's Insurance & upload the Policy to your Resident Portal.

Meets lease requirements and protect your belongings, including your electronics, furniture, and other valuable possessions from theft or damage.

Option 2:

Liability to Landlord Insurance Program

LLI is not personal liability insurance or Renters Insurance. LLI does not cover any of your personal belongings, additional living expenses, or liability arising out of bodily injury.

LLI only covers accidental resident-caused damage to the landlord's property, totaling \$100,000 in liability coverage. Includes fire, smoke, explosion, water damage, backup or overflow of sewer, drain, falling objects, or civil commotion.

All Claims should be reported to Management.

The LLI Program is provided by Great American E&S Insurance Company. For complete details visit: appfolio.com/notice-of-insurance

RENTCHECK

AUTOMATED PROPERTY INSPECTIONS

RentCheck is a secure, user-friendly phone app that allows you to document the condition of your unit through detailed reports and photos— without a physical visit from Management!

Download the RentCheck App Here



HOW RENTCHECK WORKS

Move-In Inspections (Optional)

- You will receive an invitation link with your RentCheck setup and initial move-in inspection within 48 hours of your move-in date.
- Follow the prompts to upload photos and note the condition of each area of your unit.

Routine Inspections

- You can expect 2 periodic RentCheck inspections per year during your stay with Hallmark. You will receive advance notice and instructions for completion via text & email.

Move-Out Inspections (Optional)

- Before moving out, you may use RentCheck to document your unit's condition. Hallmark does physical inspections once you've vacated as well.

Reach out to residents@Hallmarkproperties.com for guidance and assistance.



RentCheck™

REMINDER:

RESIDENT RESPONSIBILITIES

Resident Responsibilities Per Your Lease Contracts:

- Pet Waste is to be picked up EACH day in private yards and common areas alike, to ensure the property's sanitation and integrity.
- Animals must be on leashes when in Common Areas.
- Smoke Detector batteries to be replaced every 6 months. Smoke Detectors to be tested once per month.
- Lightbulb Replacements are Resident Responsibility.
- Residents to uphold a clean environment, inside & out.
- Residents must promptly report any issues to avoid escalation.
- Maintain Landscaping & Snow Removal
 - Although Hallmark provides landscaping and snow removal services to assist Residents, these items remain a Resident responsibility to uphold at all times, and not just in between professional visits.

YOUR PAYMENT OPTIONS

E-Check: Link your bank account with your portal to pay electronically for a flat fee of \$2.50/month.

Credit/Debit Card: Credit Card payments incur a sliding scale percentage fee, dependent on the total payment amount; Debit Cards incur a \$9.99 flat fee.

Money Orders/Cashiers Checks are accepted in the physical drop box located outside Hallmark HQ. Must be made out to "Hallmark Properties Trust"

Cash is not accepted.

Tip: Enable Autopay in your Portals for hassle-free monthly rent payments!



Thank You!

Hallmark Investments is honored to welcome you into our community. Your happiness and comfort are our top priorities, and we are committed to making your residency as seamless and enjoyable as possible. We are proud to have you with us and look forward to supporting you every step of the way.

