



**McKenna Property Management  
Next Steps & Helpful Information  
for Property Owners**



## Utility Information

During the vacancy, please keep power & water on and in your name until we have secured a resident (gas is not required for the vacancy period). Once the resident moves in, they will have 5 days to transfer applicable utilities to their name.

Please note the following, depending on which city your property is located:

- Las Vegas – Homeowner to keep City of Las Vegas Sewer in their name at all times. Owner is responsible for paying for and maintaining this service. Resident to place all remaining utility items in their name. *\*If Republic Services deems the property is located in Unincorporated Clark County rather than Las Vegas, tenants are not allowed to place trash service in their name due to Republic Services guidelines. In that situation, the owner will keep the trash account in their name and will be responsible for all charges, with no reimbursement from the tenant*
- Henderson – Resident to transfer ALL utilities to their name upon move-in.
- North Las Vegas – Resident to transfer ALL utilities to their name upon move-in.



## Getting your property ready for the market

Our team will conduct a thorough visual\* walkthrough and note any repairs, maintenance, or cleaning that may need to be completed to get the property in “rent-ready” shape. We are happy to provide you with an estimate from one of our trusted 3<sup>rd</sup> party vendors, if needed. Once the work is approved, paid for, and completed, we will schedule lockbox installation and photos. From there, your listing will go live onto Multiple Listing Service, and over 60 other 3<sup>rd</sup> party websites.

**\*This is not a certified home inspection, and we do not test appliances.**



## Your property is listed, now what?

Our team will monitor how many inquiries and showings we have on your property each week, request feedback from potential renters and their agents, and pass that information along to you. Based on the traffic and responses we are getting, we will advise you on any price adjustments or listing changes that may need to be made.

Communication and adapting to the market fluctuations are key to securing a quality renter quickly and efficiently.



## **Application Screening and Leasing Process**

Our skilled team of leasing agents will screen all applications that are submitted, looking for the best potential renter for you. They will evaluate applicants based on the following criteria:

- Income - We require the applicant(s) to make at least 2.5x the rent amount
- Employment History – We evaluate how long the applicant has been with their employer and if their paychecks are consistent with the income amount they have specified on their application
- Rental History – We contact all previous landlords listed in the past 5 years and verify timeliness of rental payments, history of violations / complaints, and solidify that there have been no evictions
- Credit Report – We evaluate the applicants credit score, revolving balances, collections, defaults, and prior evictions

Once an applicant has been screened, we will present our findings and recommendation to you for your approval. Once approved, we will secure a minimum \$500 holding deposit from the applicant as well as schedule the lease signing. We require the applicant to pay the full security deposit, sign the lease, and take possession of the property within 15 days of their application being approved. We want rental income to start flowing in for you as soon as possible!



## **Rent Disbursement and Payments**

When your resident moves in, they will pay a FULL month of rent, even if they don't move in on the 1st. We will disburse your 50% of the full month's rent within 5 business days of the move-in. On the second month, the resident will pay the prorated rent amount for the prior month, and we will disburse that to you by the 10<sup>th</sup> of the month.

**Please note, the second month of rent may be less than the first month due to the proration.** *For example, if the move-in occurred on June 10th, you will receive 50% of June's rent, after our leasing charge is deducted. 20 days of rent will be paid in July for June's prorated rent. (Second month prorate)*

*Rent disbursements are sent to the owners by the 10<sup>th</sup> of each month.*

Rent payments are due from residents on the 1<sup>st</sup> of the month. We do provide a 3-day grace period, and do not consider rent payments late until the 4<sup>th</sup> of the month. If rent has not been paid by the 4<sup>th</sup>, we will file a 7 Day Pay or Quit Notice in accordance with the Nevada Revised Statutes. If after that notice has expired the resident still has not paid, we will file and serve a formal eviction.

Each month, you will find an owner's statement in your online portal. You can refer to that for all monies collected from the resident, management fees, and miscellaneous repair expenses. At the end of the year, our accounting team will also mail you a 1099 form and a year end expense sheet.



## **Maintenance, Repairs, and Home Warranty**

Your new resident will have 30 days to report any maintenance or repair issues to us. Any items reported during that time will default to a homeowner responsibility. After the 30 day move in period, work orders submitted by the resident will be investigated and a determination will be made if the repair cost falls to the owner or the resident. Any minor repairs (under \$100) after the initial 30 day move-in period will be the residents responsibility. If you have a home warranty and would like us to submit a claim on your behalf, there will be a \$65 administration fee. To avoid this fee, simply submit the claim yourself WITHIN 24 HOURS of our notification to you, and we will follow up from there with no additional charge.



# Resident Benefit Package

All McKenna Residents are auto-enrolled in a monthly benefit package. This is of no cost to you as the homeowner but does give you many benefits as well.



### 24/7 Maintenance Hotline

A maintenance hotline is available to residents 24/7/365 for emergencies outside of business hours. This includes A/C breakdowns, water heater leaks, and other similar issues.



### Bimonthly Filter Delivery

High quality A/C filters are delivered every other month, right to your door via Second Nature. Clean filters help your A/C unit operate at their most efficient level, saving you money on your electric bill!



### Courtesy Late Fee Waive

All tenants enrolled in the Resident Benefits Package may receive a one-time waive of late fee charges! *Any waive of fees must be requested on or before the 6th of the month.*



### Tenant Liability Insurance

Enrolled automatically in Tenant Liability Insurance through Great American. This insurance offers coverage for damages caused to the property where the tenant may be held liable, saving you thousands!



### Local Trust

Our real estate team was started in 1997, and our property management team was started in 2005. We have remained local and woman-led since our doors opened, so you can have faith that we will be there for you today, tomorrow, and as long as you are a McKenna PM resident.



### Move-In Representative

A dedicated team member will be your main contact for the first 30 days in your new rental. They will help you document the state of the rental and make your move as smooth a transition as possible.



# Annual Site Evaluation

At approximately the 10th month of the resident’s 12-month lease, a site evaluation is conducted to make sure your property is being treated the way you’d like it to be. You will be provided with a full report accompanied by approximately 50-60 photos.

The charge for this service is \$85 annually. The evaluation is performed by a 3<sup>rd</sup> party vendor; See More Site Evaluations ([www.seemoresiteevaluations.com](http://www.seemoresiteevaluations.com))





## Resident Longevity Program

We know that having your residents renew their lease year after year is how you make the most money on your rental. That is why each holiday season we mail your resident a Restaurant Gift Card valued at \$75 on your behalf. This gift card is usable at a variety of restaurants. The essence of this program is to encourage resident satisfaction and improve longevity. Research shows that a resident that feels valued is more likely to renew their lease and take better care of your property. This reduces both maintenance and turnover costs, increasing your bottom line. By gifting this card to residents during the holiday season, we hope to encourage resident longevity and lease renewals. We believe in this program so much that we pay for all other associated costs with it (postage, cards, and envelopes). As a property owner, you are automatically opted into this program. Should you want to opt-out, please notify us by October 31<sup>st</sup> by emailing [optoutgiftcard@mckennateam.com](mailto:optoutgiftcard@mckennateam.com)



## Meet the team

Meet the folks who make it all happen. We care deeply about what we do each day. Our unique business model ensures that we have the very best staff at every level of operation. [Our Team | McKenna Property Management | Henderson, Nevada](#)

- **Jenni McKenna** Owner / Broker [jenni@mckennateam.com](mailto:jenni@mckennateam.com)
- **Melinda Falcon** Executive Assistant [melinda@mckennateam.com](mailto:melinda@mckennateam.com)
- **Destiny Delpit** Client Acquisitions [destiny@mckennateam.com](mailto:destiny@mckennateam.com)
- **Irelynn Zurflueh** Special Projects [irelynn@mckennateam.com](mailto:irelynn@mckennateam.com)
- **Elissa Soto** Leasing [elissa@mckennateam.com](mailto:elissa@mckennateam.com)
- **Andrew Arriga** Resident Relations [andrew@mckennateam.com](mailto:andrew@mckennateam.com)
- **Melia Mackey** Maintenance Coordinator [melia@mckennateam.com](mailto:melia@mckennateam.com)
- **Katie Sommer** Home Warranty [repairs@mckennateam.com](mailto:repairs@mckennateam.com)
- **Amanda Krupa** HOA Coordinator [myhoa@mckennateam.com](mailto:myhoa@mckennateam.com)
- **Jill Power** Lease Renewals & Accounting [jill@mckennateam.com](mailto:jill@mckennateam.com)
- **Brian Morell** Accounting [brian@mckennateam.com](mailto:brian@mckennateam.com)
- **Elonda Kirkland** Close-Out Coordinator [elonda@mckennateam.com](mailto:elonda@mckennateam.com)
- **Michelle Ezelle** First Impressions [frontdesk@mckennateam.com](mailto:frontdesk@mckennateam.com)
- **Shae White** Marketing [shae@mckennateam.com](mailto:shae@mckennateam.com)

**McKenna Property Management General Mailbox:**

[frontdesk@mckennateam.com](mailto:frontdesk@mckennateam.com)

**Leasing Department General Mailbox:**

[rentalsmpm@mckennateam.com](mailto:rentalsmpm@mckennateam.com)

**Maintenance Department General Mailbox:**

[repairs@mckennateam.com](mailto:repairs@mckennateam.com)

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