

# WELCOME TO MCKENNA



We are thrilled to welcome you as new residents! We hope that you find your new home comfortable and enjoyable. Included in this packet is your “Move-In Condition report” and a few tips and tricks to help ensure you settle in to your new home nicely!

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The McKenna Team  
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# MCKENNA PROPERTY MANAGEMENT

*Welcome to the family!*



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Please reach out to your Move-In Representative for the first 30 days of your residency in your new McKenna Home! You may email them at:

**[Relations@McKennaTeam.com](mailto:Relations@McKennaTeam.com)**

They will be able to help with all questions, concerns, and needs, to ensure the move-in process is smooth for you while you get settled into your new home. By day 30th of your residency, you will also return your Move In Condition Report to the Move In Representative.

**If you have a repair *emergency* (Refer to Repair FAQ) please call our office and ask for our maintenance department.**

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REPAIR REQUESTS (not cosmetic):

ONLINE - During business hours, our friendly representative is available to walk you through how to make an online request through **Property Meld**. To access your Property Meld repair page, visit **[www.mckennapropertymanagement.com](http://www.mckennapropertymanagement.com)** and choose the REPAIRS tab at the top of the home page. This will direct you to your Property Meld page (if you are a first-time user of Property Meld, you will need to create an account).

\*\*Please enter as much detailed information about the request in your own words and follow the directions to complete the request.

EMERGENCY REPAIR REQUESTS (after hours):

PHONE- After hours, call our customer service line at (702) 440 - 8442 and follow the prompts to take you to one of our representatives who will input the service request for you. This option is available 24/7, 365 days per year.

**IF AT ANYTIME YOU ARE EXPERIENCING A REPAIR EMERGENCY, THIS  
“PHONE” OPTION SHOULD ALWAYS BE USED!!**



# MCKENNA PROPERTY MANAGEMENT

## *Welcome to the family!*



The McKenna Property Management team is happy to welcome you into your new home!

Let us introduce you to the family:

**Jenni** is the “Broker/Owner” of McKenna Property Management. [jenni@mckennateam.com](mailto:jenni@mckennateam.com)

**Michelle** is our “Director of First Impressions”. She handles our front desk area, helps answers phone calls & greets all who enter our doors with a smiling face. [Michelle@mckennateam.com](mailto:Michelle@mckennateam.com)

**Brian** is our “Numbers Man”. He manages the financial intricacies of all operations, including overseeing new move-ins, vacancies, vendor payments, and more! [brian@mckennateam.com](mailto:brian@mckennateam.com)

**Destiny** is the “Client Acquisition Specialist”. She coordinates the onboarding of new clients & their portfolios. [destiny@mckennateam.com](mailto:destiny@mckennateam.com)

**Melinda** is the “Executive Assistant” to Jenni and handles the transfer/set-up of all new properties to begin the management process. [melinda@mckennateam.com](mailto:melinda@mckennateam.com)

**Irelynn** is our “Special Projects Coordinator”. She handles many different projects within our office, including insurance claims, notices & evictions, court appearances & is our resident liaison. Irelynn also assists with vetting & screening all rental applications. [irelynn@mckennateam.com](mailto:irelynn@mckennateam.com)

**Elissa** is our “Special Projects Assistant”. She handles the vetting & screening of applications for approval, and types up leases for them! She also assists in addressing many special projects including site evaluations. [elissa@mckennateam.com](mailto:elissa@mckennateam.com)

**Shae** is our “Marketing Manager”. She is responsible for leading all aspects of our marketing efforts, including social media, newsletters, and overall brand strategy to engage our audience and drive growth. [shae@mckennateam.com](mailto:shae@mckennateam.com)

**Elonda** is our “Move-Out Coordinator”. She is responsible for closing out the properties when vacated & organizing the repairs. Elonda is also your move in representative for your first 30 days of residency. [elonda@mckennateam.com](mailto:elonda@mckennateam.com)

**Andrew** is our “VP of Resident Relations”. He assists with move-outs and helps new residents get settled in during their first 30 days. [relations@mckennateam.com](mailto:relations@mckennateam.com)

**Jill** is over all “Lease Renewals”. She takes care of all resident lease renewals, notices to vacate and oversees the Second Nature Filter Easy program. [jill@mckennateam.com](mailto:jill@mckennateam.com)

**Melia** is our “Maintenance & Compliance Estimate Coordinator”. She handles the creation of work orders, monitoring of the vendor scheduling, submissions of estimates to owners, & approvals for work to get done. [melia@mckennateam.com](mailto:melia@mckennateam.com)

**Katie** is our “Maintenance & Compliance Invoice Coordinator”. She handles the repairs/maintenance invoices upon completion of the work orders on occupied properties. As well as handling Home Warranty claims & work orders. [repairs@mckennateam.com](mailto:repairs@mckennateam.com)

**Amanda** is our “HOA Compliance Coordinator”. She handles all HOA correspondences & violations. [myhoa@mckennateam.com](mailto:myhoa@mckennateam.com)

**Terry, Kai, Peter & Phil** are our “Field Agents” & they conduct walk throughs, address lockboxes, among many other field activities.

**Debbie** is our “Remote First Impressions Specialist” and answers all our phone calls! She’s the friendly voice on the other end of the line! Always ready to answer your calls, she helps with questions and ensures you’re connected with the right department quickly and efficiently.

**Thanks again for choosing McKenna Property Management for your real estate needs!**



# PROPERTY MELD

Your place to input a maintenance request:

[App.propertymeld.com](http://App.propertymeld.com)

Property Meld is our online system that we use to address work orders. When you need a maintenance request, Property Meld is your place to go! It is included in your Resident Benefits Package and improves your ability to see what's happening with your maintenance requests. Here you can submit your work order, receive feedback on how to troubleshoot your problem, get assigned a vendor, and also receive status updates regarding your work order!

**Getting started on Property Meld is very easy, just follow the steps below:**

- If it is your first time and you need to register, just email our Maintenance and Compliance Coordinator, Melia, at [Melia@McKennateam.com](mailto:Melia@McKennateam.com) let her know to send you an invite link OR call our front desk and request a link to be sent to you at 702-434-4663
- If you have already registered and forgot your password, use the password reset option on the login page.

**For a step by step walk through on how to input a Property Meld request please call our office and we will be happy to assist you.**

Once you have created your account you will now be able to input a Meld request by clicking "+ New Meld" and filling in the information as requested. Please be sure to fill out ALL portions of this page and include a detailed description regarding your work order. It is important to also check the chat regularly to see any important information regarding your work order such as: vendor assignments & contact info, troubleshooting instructions, status updates and it is a great way to follow up on the work once completed!

***\*Please look over and familiarize yourself with section 26 of your lease: Maintenance***

## **AFTER HOUR MAINTENANCE**

Should you need an EMERGENCY repair after hours, please call our office 702-434-4663 and listen to the prompt to be forwarded to our after-hours emergency repair hotline.

Please also input these requests in Property Meld as "High Importance" and we will have someone assign you a vendor after hours.



## Property Condition Report

Report must be turned into McKenna Property Management **within 30 days of your lease signing.**

<b>Address:</b>		<b>Move In Date:</b>	
<b>Resident(s) Names:</b>			
<b>Room</b>	<b>Item</b>	<b>Move In Condition Comments</b>	
General	Stairs		
	Sliding Door		
	Switches/Outlets		
	Washer/Dryer		
	HVAC		
	Fans		
Living Room	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
	Fireplace		
Dining Room	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
Kitchen	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
	Stove		
	Refrigerator		
	Sink		
	Garbage Disposal		
	Microwave		
	Dishwasher		
	Pantry		
Bedroom 1 (Primary)	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
	Closet(s)		
Bathroom 1 (Primary)	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
	Toilet, Tub, Sink Vanity, Mirror		
Bedroom 2	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		
	Window(s)		
	Closet(s)		
Bathroom 2	Ceiling		
	Light Fixture(s)		
	Walls		
	Floor		

	Window(s)	
	Toilet, Tub, Sink	
	Vanity, Mirror	
Bedroom 3	Ceiling	
	Light Fixture(s)	
	Walls	
	Floor	
	Window(s)	
	Closet(s)	
Bathroom 3	Ceiling	
	Light Fixture(s)	
	Walls	
	Floor	
	Window(s)	
	Toilet, Tub, Sink	
Exterior	Vanity, Mirror	
	Stairs	
	Doors	
	Landscape	
	Driveway	
	Garage	
	Pool/Spa	

**Additional Notes:**

Move-in results hereby accepted by:

**Resident(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**McKenna Property Management:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Date Received in Office:** \_\_\_\_\_



# SEE MORE

# SITE EVALUATIONS

Here at McKenna Property Management, we have partnered with See More Site Evaluations in an effort to make your life easier! One of the most important things when moving into a property is to ensure that you take proper documentation of the property condition upon move in to avoid being charged for pre-existing damages at move out. See More Site evaluations is now offering a service where they will conduct an evaluation of both the interior and exterior of your residence, taking photos along the way. These photos assist resident's with getting habitability issues addressed and ensure that all cosmetic issues are documented for your move out. See More Site Evaluation's experienced evaluators know exactly what to take note of- so you can have a stress-free move in!

- 
- The evaluation is only a \$99 cost!
  - A Site Evaluation is far more thorough than completing the standard "Move In Condition Report" and gives you the best reassurance in getting your security deposit back.
  - You as the resident, get to keep a copy of the Site Evaluation (photos, notes, condition status, etc.) so that when it comes time to move out- you have a complete Site Evaluation to reference. Not only does this ensure that you can leave the property in the same condition as move in- but it also serves as reference for you when your security deposit paperwork is forwarded to your new address after move out.
  - By having an informed professional complete your initial site evaluation, there is one less thing you need to worry about during your move in as you can trust that they will conduct a thorough walkthrough of the property!
  - This is **not** required; however, it is highly encouraged! If you are interested visit [seemoresiteevaluations.com](http://seemoresiteevaluations.com) and click the "Move In Evaluation" tab at the top to get scheduled.

Should you have any additional questions, please do not hesitate to reach out to a McKenna Team Member.

Happy Move In!

# MCKENNA PROPERTY MANAGEMENT

## RESIDENT BENEFIT PACKAGE

As a resident with McKenna Property Management, you are automatically enrolled in our resident benefit package! This package is only \$37/month and includes multiple resources that are sure to improve your experience in your rental home. Let's take a look at what this package offers:



### 24/7 Maintenance Hotline

A maintenance hotline is available to residents 24/7 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 to your doorstep! Clean filters help your A/C unit operate at their most efficient level, saving you money on your electric bill!

*\*See Second Nature page*



### Courtesy Late Charge Waive

All residents enrolled in the RBP may receive a one-time waive of a late charge!

*\*Any waive of charges must be requested on or before the 6th of the month.*



### Resident Liability Insurance

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

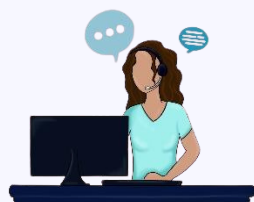
*Helping Others*



*SINCE 1997*

### Local Trust

Our real estate team was started in 1997, and our property management team 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.

*\*See Introduction Page*



### Property Evaluations

Property evaluations are completed annually by an independent 3rd-party to prevent any unwarranted charges to your security deposit, and enticing the owner to offer a lease renewal.

*\*See Lease Renewal Page*



### Response Time Guarantee

All residents are guaranteed a response time of no more than 24 business hours. We will work hard to get residents the answers they need.



### Online Rent Payment

Rent payment is made simple with our Resident Portal. From there, you can see any outstanding charges, pay your rent, and even download important documents!



### Security Deposit Protection

If your rental is foreclosed upon, for any reason, we guarantee the protection of the entirety of your security deposit.



### High Quality Maintenance

All vendors that MPM uses are licensed and insured. This, along with cutting edge software, allows us to deliver high quality repairs to our residents efficiently.



### Cash Back

Should you want to become a homeowner after living in one of our rentals, McKenna Property Management will contribute \$500 towards your closing costs, as long as you use a McKenna Team agent.

# UTILITIES



\*MCKENNA PROPERTY MANAGEMENT DOES NOT TURN ON GAS AT VACANT PROPERTIES.  
YOU WILL NEED TO CALL BEFORE YOUR MOVE IF YOU WANT GAS IN THE PROEPRTY\*

\*PLEASE KEEP IN MIND THAT ALL UTILITIES MUST BE TRANSFERRED WITHIN 5 DAYS OF THE  
MOVE-IN. FAILURE TO TRANFER UTILITIES MAY RESULT IN A BREACH OF CONTRACT\*

If the utilities are covered by the HOA, you do NOT need to call and get the utility turned over in  
your name.

You can confirm what utilities are to be transferred in your name with your lease with Irelynn  
([Irelynn@mckennateam.com](mailto:Irelynn@mckennateam.com)) or Amanda ([Myhoa@mckennateam.com](mailto:Myhoa@mckennateam.com))

## **Power:**

Nevada Power (NV Energy) 800.331.3103/702.367.5555  
[www.nvenergy.com](http://www.nvenergy.com)

## **Gas:**

Southwest Gas: 877.860.6020

## **WATER: WATER IS BROKEN DOWN INTO THE THREE CITY DISTRICTS**

### **Water:**

Las Vegas Valley Water: Phone: 800.252.2011

If you are in the Las Vegas city district: Sewer to stay in owner's name.

North Las Vegas: (Includes Sewer & Trash): 702.633.1484

Henderson (Includes Sewer) 702.267.5900

### **Garbage:**

Republic Services: 702.735.5151

### **Misc.:**

Voter Registration: 702.455.8683

Police Non-Emergency: 311

US Postal Information: 800.275.8777/ 702.361.9212

Review Journal: 702.383.0400

DMV: 877.368.7828

Clark County School District: 702.799.5011



# RENT PAYMENTS



Rent is due on the 1st of the month and is late at 12:01AM on the 4th of each month. We encourage you to pay online prior to or on the 1st of the month. You have access to your portal 24 hours a day. If you mail your rent, please make sure it is in the mail *prior* to the first of the month to ensure that it is received by our office on or before the 1st. If rent is received in the mail after the 4th, it is considered late.

All rent checks are made payable to McKenna Property Management. They can be mailed or brought into our office at the following address:

McKenna Property Management  
9065 S. Pecos Rd. Suite #110  
Henderson, NV 89074

Certified funds in the form of a cashier's check or money order must be made out to McKenna Property Management

\*Please make sure you include your name and address with your rent check. Online payments must be associated with your personal account information only, or they will be returned.



# NEW MOVE IN FAQ

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## **WHEN IS MY RENT DUE?**

Rent payments are due by midnight on the 1st of every month. McKenna Property Management recommends paying with a cashiers check, money order or check to avoid any online service charges.

## **IS THERE A GRACE PERIOD?**

There is a three-day grace period pertaining to rent. Late charges will be assessed if rent is paid after the 3rd of each month starting at midnight. For more info you can refer to section 6 & 7 of your lease.

## **WILL THERE BE A MOVE IN WALK THROUGH?**

Yes, but it is a walk through you will do by yourself. You will fill out your move in condition report, provided in the packet. You will submit that to your Move In Representative as well as any photos.

## **WHEN WILL THE LOCKBOX BE REMOVED FROM THE HOME?**

If the lockbox is still present at the time of your move in, we will make sure it is removed within 3-7 days of signing your Lease Agreement. If it is still not removed in a week, please let us know. Please do not remove the lockbox.

## **HOW DO I REPORT A NEEDED REPAIR?**

Within the first 30 days of your move-in, your personal Move-In Representative will be able to assist you with any concerns found at your move-in. You may contact your Move-in Representative via email or by phone (702)434-4663. After the first 30 days are complete, your maintenance requests should be submitted through your Property Meld account. All online maintenance requests are responded to within the next business day. If the requested repair is an after hours emergency, you must call it in to our Repair Service Center at (702)440-8442 (this phone number can be used for any repairs but **should always be used in after hours emergencies** during anytime of your occupancy, even if you are still in your 30-day representative period).

## **AM I ALLOWED TO MAKE ANY MODIFICATIONS TO THE HOME?**

All requests for modifications must be submitted to our office in writing. You may submit your request via email to [Melia@mckennateam.com](mailto:Melia@mckennateam.com) or submit your request via your Online Portal.

## **CAN I CHANGE THE LOCKS/KEYS TO THE HOME?**

Yes, so long as a copy of the key is delivered to our office within 5 days of the change. If the locks are changed and a key is not provided to McKenna Property Management, you will be charged a Re-key Charge.

# NEW MOVE IN FAQ CONT.

## **WHAT HAPPENS IF I NEED TO TERMINATE MY LEASE AGREEMENT BEFORE THE LEASE TERM HAS EXPIRED?**

Any questions pertaining to your lease term or conditions of your lease should be addressed directly to our office (Jill Power S.182717). Jill will be happy to answer your questions or concerns regarding your Lease Agreement.

## **DO I NEED TO PAY FOR REPAIRS?**

Yes, there are certain repairs considered “Resident Responsibility”.

## **I WAS NEVER TOLD I COULD BE CHARGED FOR REPAIRS.**

Every resident is encouraged to refer to their Lease. It is stated in Section 26, titled Maintenance, “Tenant shall be responsible for any MINOR repairs necessary to the Premises up to and including the cost of \$100”.

## **WHAT IS CONSIDERED AN EMERGENCY?**

An emergency will be classified as,

- Active leaking water
- HVAC unit failing
- Heating failing
- Water heater actively leaking
- Refrigerator failing

## **HOW CAN I AVOID BEING CHARGED?**

When you submit a service request, our repair team will be more than happy to troubleshoot the issue with you. If you troubleshoot with no results, we will assign a vendor. However, if we send a vendor and all they do is perform the simple troubleshooting tasks we asked you to do, it will be a charge to you. This charge will vary on the vendor’s service call fee.

## **DO I PAY FOR PEST CONTROL?**

Yes, you do pay for pest control. (After 30 days of move in)

## **AM I RESPONSIBLE FOR LANDSCAPING?**

This will be specified in your Lease. If an assigned landscaper has not been listed, you will be responsible for basic landscaping (i.e., grass, sprinklers, small shrubs). If you have large trees that need to be trimmed, submit a service request on Property Meld and the Repair Department will assign a vendor.

## **MY LIGHT BULBS ARE BURNT OUT, DO I REPLACE THEM?**

Yes, replacing lightbulbs is the resident’s responsibility. We can send a vendor, but it will be charged to you (after 90 days).

# NEW MOVE IN FAQ CONT.

## **MY SCREEN DOOR BROKE, SHOULD I OPEN A SERVICE REQUEST?**

Unfortunately, if a screen door is broken, it will be your responsibility to replace it.

## **HOW AM I RESPONSIBLE FOR SMOKE DETECTORS?**

You are responsible for the replacement of batteries to keep them operational. If the smoke detectors need replacing (they do not work, even after battery replacement) open a Meld request on Property Meld.

## **I HAVE A CLOG, WILL VENDOR COME TO CLEAR IT?**

Clogs (kitchen, bathroom, or laundry room) after 90 days of move in, are a resident responsibility. We will encourage you to use a disposable snake to try and clear the clog yourself. If we do have to send a vendor, their cost of service will be charged to you, unless it is a MAIN LINE CLOG.

## **I REPORTED MY GARBAGE DISPOSAL WAS NOT WORKING, WHY DID I GET CHARGED?**

When we send out a vendor for a garbage disposal and they report they “cleaned and lubed” disposal, that does become a resident charge.

Situations that classify as resident neglect include, but are not limited to:

- Not notifying Property Manager of a water leak immediately
- Not notifying Property Manager of microbial growth immediately
- Placing foreign objects down the garbage disposal
- Grease found in kitchen sink
- Damage done to any appliance due to resident's actions
- Damage done to the garage door due to resident's actions

## **I LOST MY KEY/REMOTES/FOBS/KEY CARDS, DO I NEED TO REPLACE IT?**

Yes, if you lose any keys given to you at the beginning of your residency, you will be held responsible for the cost to replace those.

*\*\*If you cannot reach your smoke detectors or light bulbs, we encourage you to purchase the lightbulbs/batteries needed. This way, you will only have to pay for the vendors service call charge.*

\*\*This list is a “Rule Of Thumb”, there are exceptions at times\*\*

<b>RESIDENT RESPONSIBILITIES</b>	<b>OWNER RESPONSIBILITIES</b>
<p><b>Utilities:</b> Must transfer power, gas, water, sewer &amp; trash into their name within 5 days of moving in. And Delinquent utility bills and fees.  **in the City of Las Vegas, the sewer will remain in the Owner’s name. This is not applicable in the city of North LV or Henderson.</p>	<p><b>Utilities:</b> Responsible for all utilities during a vacancy.  **in the City of Las Vegas, the sewer will remain in the owner’s name even once a resident is secured &amp; this is the Owner’s responsibility to pay.</p>
<p><b>Home Warranty:</b> Costs incurred for missing an appointment. Also responsible for all resident caused issues.</p>	<p><b>Home Warranty:</b> Home warranty service charges.</p>
<p><b>Insurance:</b> Tenant/Resident liability and renters insurance.</p>	<p><b>Insurance:</b> Landlord insurance.</p>
<p><b>Plumbing:</b> Resident to notify us ASAP of any leaks they notice. Slow or clogged drains after approx. 60 days of move in.</p>	<p><b>Plumbing:</b> Leaks of any kind (Major: slab, roof, main line, etc. Minor: toilets, sinks, etc.) Slow or clogged drains within approx. 60 days of move in.</p>
<p><b>Landscaping:</b> Basic landscape clean-up. (Excludes tree trimming)</p>	<p><b>Landscaping:</b> Tree trimming, repairs to bubblers, irrigation, watering clocks, etc.</p>
<p><b>Pest Control:</b> After 30 days of move-in.</p>	<p><b>Pest Control:</b> During vacancy or within 30 days of Move-in (one time).</p>
<p><b>HOA:</b> Violation Fees. Resident is responsible for certain violations. Sending violations that come to the unit directly to McKenna Property Management.</p>	<p><b>HOA:</b> Paying dues. Sending HOA notices or communication to Mckenna PM for follow up. Any requirements made by HOA regarding repairs, move in costs, application fees, etc. Owner responsible for certain violations.</p>
<p><b>Keys:</b> Lost keys/cards/remotes/fobs for the community amenities or property.</p>	<p><b>Keys:</b> Providing all keys/cards/remotes/fobs for the community amenities or property at move in.</p>
<p><b>Windows:</b> Broken or cracked glass.</p>	<p><b>Windows:</b> Frames/latches/locks/seals (worn or broken).</p>
<p><b>HVAC:</b> Replacing filters every other month.</p>	<p><b>HVAC:</b> Repairs for central AC.</p>
<p><b>10 Month Site Evaluation:</b> Resident to repair required items noted on Site Evaluation within 30 days of notification.</p>	<p><b>10 Site Evaluation:</b> Owner to repair required items listed on inspection within 30 days of notification.</p>
<p><b>Smoke Detectors:</b> Battery replacement.</p>	<p><b>Smoke Detectors:</b> Smoke detector replacement.</p>
<p><b>Maintenance/Additional Items:</b> Interior/Exterior light bulbs, filters, anything damaged by resident or due to resident neglect, anything noted “As-is” in the lease.</p>	<p><b>Maintenance/Additional Items:</b> Electrical issues, roof repairs, all appliances, garage repairs (door, opener, springs) exterior paint, items present at resident move in (Approx. First 30 days), pool/spa repairs and maintenance.</p>

## Examples (Not all inclusive) of Resident Damage versus Normal Wear and Tear

\*\*This list is a “Rule Of Thumb”, there are exceptions at times\*\*

Normal Wear and Tear	Resident Damage
<ul style="list-style-type: none"> <li>• Fading, peeling, or cracked paint</li> <li>• Slightly torn or faded wallpaper</li> <li>• Small chips in plaster</li> <li>• Nail holes, pin holes, or cracks in wall</li> <li>• Door sticking from humidity</li> <li>• Floors needing coat of varnish</li> <li>• Carpet faded or worn</li> <li>• Loose grouting</li> <li>• Worn or scratched enamel in old bathtubs, sinks or toilets</li> <li>• Rusty shower rods</li> <li>• Partially clogged sinks caused by aging pipes</li> </ul>	<ul style="list-style-type: none"> <li>• Gaping holes in walls or plaster</li> <li>• Drawings, crayon markings, or wallpaper/paint that the owner did not approve</li> <li>• Seriously damaged or ruined wallpaper</li> <li>• Chipped or gouged wood floors</li> <li>• Doors ripped off hinges</li> <li>• Broken windows</li> <li>• Missing fixtures</li> <li>• Holes in ceiling from removed fixtures</li> <li>• Holes, stains, or burns in carpet</li> <li>• Missing or cracked bathroom tiles</li> <li>• Chipped and broken enamel in bathtubs and sinks</li> <li>• Clogged or damaged toilet from improper use</li> <li>• Missing or bent shower rods</li> <li>• Torn, stained or missing lamp and window shades</li> </ul>

The costs an owner incurs for the basic cleaning and repairing of such items necessary to make a unit ready for occupancy by the next resident are part of the costs of doing business. The above is a reference list of items typically attributed to routine use or “normal wear and tear” as well as items attributed to Resident damage.



For any questions about a security deposit transmittal, please contact [Elonda@McKennaTeam.com](mailto:Elonda@McKennaTeam.com)  
 For information about giving notice to vacate, and what is required when vacating, please contact [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com)



## **HOW DO I GO ABOUT PUTTING IN A MAINTENANCE OR REPAIR REQUEST?**

Repair and maintenance requests must be submitting online through [Property Meld](#). For a step by step walk through on how to input a Property Meld please call our office and we will be happy to assist you.

## **WE DO NOT HAVE A LANDSCAPER, AM I RESPONSIBLE FOR THE LANDSCAPING UPKEEP?**

Residents shall maintain the landscaping and/or shrubs, trees. Drip system, and sprinkler system in a good condition whether Landscaping is included in the rent or not.

## **WHY IS OUR HOME MISSING WINDOW SCREENS?**

McKenna Property Management does not warrant window screens and is not responsible for window screens. Residents may install or replace screens at their own expense. Solar screens require a written approval from the Landlord.

## **WHAT DO YOU DO WITH THE MOVE IN INSPECTION FORM? (NOT A REPAIR LIST)**

The Move in Condition Report is a tool for the resident to document the condition the property is in when the lease was signed, it is not a repair list. If any of the items on the list need to be addressed, McKenna will coordinate service. Please note all Move in Condition Report must be dropped off to our office within 30 days from signing your lease, or you will be accepting the property “As-Is”. After the form is processed, it will be uploaded to your resident portal.

## **CAN I HIRE MY OWN VENDOR AND TAKE THE COST OF THE REPAIR OFF OF MY RENT?**

All “owner responsibility” repairs must be authorized by McKenna Property Management. You may hire your own vendor for “resident responsibility” repairs.



# EMERGENCIES



McKenna is available after hours and on weekends for **EMERGENCIES ONLY**, by calling the office line and following the operator's instructions. If you need to report a non-emergency repair after hours or over the weekend, please submit an online work order or call the office during normal business hours. Any non-emergency calls will not be addressed. Your emergency will be prioritized, and we will do our best to rectify the emergency as soon as possible. We hire private contractors at McKenna, therefore we must work with their availability. We will not reimburse any unauthorized emergency services or hotel fares.

## **GAS LEAK**

- Call the gas company first.

## **AIR CONDITIONING OR FORCED AIR HEATING SYSTEM**

- Check the fuse box or wall furnace switch (similar to a light switch).
- Check your thermostat batteries.
- Check and replace your dirty filters using your Second Nature Filter Program.
- Check the compressor outside of your building. Is there ice built up on the unit? If so, shut it off immediately. Turn off the unit until defrosted.

## **POWER OUTAGES**

- Power outages occur very rarely and are often isolated to your neighborhood. Contact the power company first.
- Check your fuse box and the main GFI and try resetting it.
- If you cannot get the power back on, contact McKenna Property Management.

## **FIRE OR BREAK IN**

- Call the fire department or Police right away.


*\*\*Keep in mind, under the Nevada Statue we have 48 hours to send out a vendor to diagnose the inhabitable emergency\*\**

# TENANT LIABILITY INSURANCE VS RENTERS INSURANCE

As a condition of our lease, we require all residents to carry Resident Liability Insurance (\$100,000) for damage to the landlord's property during the term of their lease. We also require all residents to obtain their own Renters Insurance.

To satisfy this lease requirement, be sure to supply your renter's insurance to our team within the first five days or move in

## Liability Insurance



Covers expenses of the owner's property if an accident is found to be made on a Resident's part. (i.e.: fire, flood, water damage, etc.)

## Renter's Insurance

Protects personal property if damaged during an accident. Be sure to seek displacement and food spoilage.

\*\*Required by a third party company, per your lease. Copy of policy must be sent to [Shae@McKennaTeam.com](mailto:Shae@McKennaTeam.com)

## Resident Liability Insurance Program Details

### Policy Coverage:

**\$100,000 Legal Liability for damage to Landlord's property.**

The coverage provided by our resident liability program meets the minimum requirements of the lease. The policy covers only your legal liability for the damage to the landlord's property (covered losses include fire, smoke, explosion, water damage, backup, or overflow of sewer, drain or pump, falling objects, riot or civil commotion up to \$100,000). The policy is not personal liability insurance or renter's insurance. The policy does not cover any of your personal belongings, additional living expenses or liability arising out of bodily injury or property damage to any third party. If you require any of this coverage, you should contact an insurance agent or insurance company of your choice and sign up for a Renter's Insurance Policy.

### Policy Details:

**All Claims should be reported to the Property Management Company.**

Our resident liability insurance coverage is provided by Great American E&S Insurance Company. For complete details, visit <http://www.appfolio.com/notice-of-insurance>



# PET POLICIES



*ALL PETS ON THE LEASED PREMISES NEED WRITTEN PERMISSION FROM THE LANDLORD.*

This includes pets who are “visiting for a short period of time” or pets you are “just watching”. You are liable for a fine if any pets are reported on the property that have not been authorized by McKenna Property Management.

All unauthorized pets are subject to an immediate charge of \$750.

If you are interested in having a pet, you must contact McKenna Property Management at any time during your residency for approval. You will be asked to complete a pet application and submit an additional pet security deposit.

HOA’s have breed and size restrictions that must be followed. Please check your community regulations.

You are responsible for keeping the property clean and free of pet odors, insect infestation, pet feces, urine, waste, and litter. Restrain and prevent the pet from gnawing, chewing, scratching, or otherwise defacing the doors, walls, windows and floor coverings of the unit, other units and common areas, landscaping, and shrubs.

Approval is conditioned upon the resident’s continued compliance with the terms of your pet agreement. McKenna has the right to ask you to remove the pet from the property or terminate the tenancy in the event of serious or repeated violations of the agreement.

*If you have any questions regarding pet policies, feel free to contact Irelynn at [irelynn@mckennateam.com](mailto:irelynn@mckennateam.com)*



# CALM DOGS. CALM HOMES.



Exciting news for our residents! McKenna Property Management has partnered with GoBoi Dog Training to offer a free consultation for your furry friends. Enhance your pet's skills and behavior with guidance from the experts!

## **Available Services:**

- Private in-home sessions
- Leash manners & threshold rituals
- Crate & place work
- Barking, jumping & reactivity correction
- Structured walks for calm balance

## **Why it works:**

Exercise. Discipline. Affection.

In that order.

No Tricks. No Gimmicks. No Nonsense.



Scan here to  
get started



**Alex Medina - Dog Behavior Coach**  
**Serving Las Vegas and Henderson**



# HOA VIOLATIONS



If your home is located within a homeowner’s association (HOA), you agree to adhere to all the rules, regulations, and other governing documents of the HOA. If you are unfamiliar with the rules and regulations of your HOA, or if you do not know whether your home has a governing HOA, please contact [myHOA@mckennateam.com](mailto:myHOA@mckennateam.com) and we will make sure you receive the necessary documents.

If you are in violation of the HOA’s regulations, you will receive a “courtesy notice”. At the time a courtesy notice is given, **the notice must be corrected immediately to avoid any charges**. You must submit photos that the violation has been corrected to Amanda so she can notify the HOA. If the HOA is not notified that action has been taken to correct the violation, we will receive an official violation notice.

If we receive an HOA violation notice for your property because of not following the HOA rules, your account will be assessed, and an **administrative fine will be applied** for the time and effort taken to ensure the situation gets resolved and does not escalate. **This charge applies whether or not there are fines assessed by the HOA.**

Per your lease:

“HOA's (Homeowners Associations) are common in Nevada. Tenant(s) agree and understand the importance of obeying all HOA's rules and regulations. If at any time McKenna Property Management notifies a tenant of a violation from the HOA, tenant(s) agrees to correct such violation immediately. If at any time tenant(s) does not correct violation McKenna Property Management reserves the right to directly fine tenant(s) until the violation is corrected. If at any time the HOA calls for a hearing, tenant(s) agrees to attend such hearing. If the HOA assesses any fines due to a tenant(s) not complying with an HOA rule-- Tenant will be completely responsible for the payment of such fine or fines. Payment of fine(s) to be paid with next month's rent”



\*It is resident responsibility to submit any HOA notices received at the property address, to Amanda ([myHOA@mckennateam.com](mailto:myHOA@mckennateam.com)). McKenna Property Management reserves the right to fine residents for not submitting HOA notices in a timely manner.

Please be aware resident violations and or any fines are the resident’s responsibility to correct, including the costs involved.

If a fine is assessed, the resident will be responsible to pay as additional rent with the following month’s rent payment.



# TOP HOA VIOLATIONS



### Weeds and Tree Suckers

If any weeds or tree suckers are visible, you will receive a violation. Please remember weeds, bushes and trees need to be trimmed and maintained per your lease agreement.

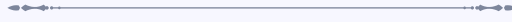


### Trash Cans

Trash Cans cannot be visible on a “non collection” day. All garbage cans must be stored in the garage or behind the home



# EVALUATIONS



Starting on the 9th month of your residency, a mandatory formal evaluation will be conducted by See More Site Evaluations. You will receive a heads-up email and text, informing you when it is time to start scheduling your evaluation. The email will include the instructions to schedule your appointment.

The inspection will include photos and an interior check of every room, including photos of the walls, floors, ceilings, plumbing fixtures, appliances, etc. This program is implemented to ensure the property is being properly maintained and for everyone's protection. Please prepare the property for the inspection as you would want the owner to see it. The impressions the property makes on the owner during this inspection can affect their decision about lease renewal and rent increases/decreases.

Below are a few common items the inspector will be looking out for to help you prepare your property prior to your evaluation appointment:

- Clean A/C Filters
- Clean Appliances
- Oil stains on the driveway
- Holes in the walls/doors
- Dryer Lint trap
- Broken glass or windows
- Dented or damaged garage doors
- All smoke detectors to be operational and assembly
- Weeds and tree suckers removed
- Debris and trash removed from yard

Please take care of these resident responsibilities prior to your appointment.

**\*\*You must be available for your scheduled time. We have a zero-tolerance policy for “no shows” or failing to allow access to your property. Any missed appointments will be subjected to a charge of \$60 and will receive a lease violation. If needed, we will post a 24-hour notice and enter the property with a master key.**

If you have any questions concerning your evaluation, feel free to contact Elissa at the McKenna office.

(702) 434-4663 | [Elissa@McKennaTeam.com](mailto:Elissa@McKennaTeam.com)



# LEASE RENEWAL, EARLY TERMINATION OR BREACH OF LEASE

At the end of your lease term, a “Renewal Addendum” will be emailed to you. At this time, you will have the option to renew and stay in your property for another term or go month to month with a 10% increase. If we do not receive a signed “Renewal Addendum” back before the end of your Lease Term, your rent will automatically increase the percentage per Section 23 of your lease, and you will be placed on a month-to-month lease.

**If you choose to renew your Lease with McKenna Property Management, you will be responsible for a \$95 processing charge to be paid with the following month’s rent.**

If you decide to terminate your lease early, McKenna Property Management will allow an early release so long as rent is current. Resident provides a 30-day notice in writing with confirmation from McKenna Property Management and an early termination fee of 2 month’s additional rent. So long as the above terms are agreed upon, the deposits noted in the lease agreement will be refundable based on the conditions of the move-out evaluation and you will not be liable for the remaining month’s rent of your lease.

If the resident fails to meet the above requirements and chooses to BREACH the lease, the resident will be held responsible for the full balance of the lease. If the funds are not paid in full within 30 days, the balance will be forwarded to the Clark County Credit Bureau. Once the account is forwarded, the Credit Bureau and McKenna Property Management will go to the full extent of the law and the balance owed will be reflected on to your credit as a Landlord Collection.



For more information, contact Jill Power

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

(702) 434.4663

# MOVE OUT REQUIREMENTS

- **Power and water must stay on for 5 days after turning in keys. A \$50.00 charge will be deducted from your Security Deposit if the power & water are turned off prior to the final walk through.**
- **PLEASE BE SURE TO CANCEL YOUR RECURRING PAYMENT**
- **Carpets must be professionally cleaned, and stains removed. Receipt must be submitted at the time the keys are turned in.**
- Resident understands they will be charged if touch up painting is required (if resident attempts to do their own touch up and it does not match or is noticeable- resident will be charged the cost to have those areas redone)
- Alterations made must be returned to their original condition.
- All floors must be cleaned, and mopped, including the baseboards.
- Fireplace mantles, tile screens or glass are to be wiped down and cleaned.
- Trash containers must be placed on the curb or emptied at move out and placed in the garage
- Complete the full move out check list, (found on separate page)

## SECURITY DEPOSIT

Your security, pet and cleaning deposits are fully refundable considering the condition of the property upon move-out. You cannot apply your security deposit to or in place of rent at any time during the term of your lease for any reason. After your lease has been terminated, our Closeout Department has 30 days to provide you with a written itemized accounting of the disposition of the security deposit. Please make sure to provide a forwarding address when you turn in your keys to prevent any issues receiving your refund.



If you have any questions regarding security deposit, feel free to contact Elonda at [Elonda@mckennateam.com](mailto:Elonda@mckennateam.com)

# MOVE OUT CHECKLIST



*\*\* Please contact [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com) when you give notice to vacate.*

*Jill will send you a thorough checklist of move out requirements. This simply a brief overview so you know what to expect upon vacating. \*\**

## SECURITY DEPOSIT

Per your lease, the security deposit reconciliation is processed and mailed NLT 30 days after the lease ending date. Please be sure to email us your forwarding address. As required by law, the security deposit reconciliation is mailed to your last known address. Any security deposit check (if applicable) will be made to all residents on the lease.

## TO-DO

- Utilities: DO NOT DISCONNECT ANY UTILITIES!!! Utilities must remain in your name and kept on no less than 5 calendar days of vacating the premises (Section 33 D) to allow the management company time to transfer them.
- Set-Up Mail Forwarding: Notify USPS and remove the property address from all online retailers. After moving out, if any assistance is needed in redirecting mail or packages, MPM will charge a convenience charge for this service.
- Janitorial: Schedule carpet cleaning and professional deep cleaning to be done prior to your vacancy. Vacuum carpets upon move-out, BEFORE CARPETS ARE CLEANED. You must hire a professional company with truck mounted equipment. Please email receipt to [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com) at MPM within 24 hours of vacating the property. It is **strongly recommended** that you order a pet treatment if you have an animal in your home. Additionally, the entire property must be professionally cleaned. If you choose to have MPM clean the property upon your vacancy, please note that the cost will be deducted from your Security Deposit. All cleaning must be completed NLT midnight on your move-out date.
- Wall Repairs/Paint Touch-Up: Resident understands that their security deposit will be charged if a touch-up paint is required. If resident's attempt to do their own touch up and it does not match or is noticeable – the resident's security deposit will be charged to have those areas redone. **\*\*Paint leftover in the home is not guaranteed to match. \*\***
- Keys, Remotes, Pool Cards, Parking Passes, etc.: Please leave all keys, remotes, parking permits, and pool cards at time of vacancy in the property.
- Secure all doors and windows upon departure.

# MOVE OUT CHECKLIST CONT.



*\*\* Please contact [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com) when you give notice to vacate.*

*Jill will send you a thorough checklist of move out requirements, this simply a brief overview so you know what to expect upon vacating. \*\**

## **Entryway, Hallways, Exits, Living Room, Dining Room, Family Room**

- Check closets for any items left behind
- Dust hanging light fixtures and/or ceiling fans
- Dust exposed HVAC registers
- Dust/vacuum windowsills throughout the entire home
- Wipe down interior of all doors and doorknobs
- Spot-clean all walls
- Clean all window blinds
- Clean all light switches or other electrical plates
- Clean patio doors both inside and outside
- Sweep and mop any bare floors (including closets) with appropriate cleaning product(s)
- Remove any ceiling cobwebs
- Replace any burned out light bulbs
- Carpets must be vacuumed prior to professional cleaning

## **Kitchen and Laundry Areas**

- Check all cabinets, closets, and pantry for any items left behind
- Wipe down inside and outside of all cabinets
- Clean any grime on the walls (pay close attention to walls near sink and oven)
- Clean all countertops and backsplashes
- Clean inside and outside of all appliances (i.e., dishwasher, oven, microwave, refrigerator)
- Be sure to clean the rubber seals and vents on the bottom of the refrigerator and clean the top of the refrigerator
- Replace stove-top drip pans
- Sweep and mop behind all appliances
- Clean and disinfect all sinks and faucets
- Wipe down washer/dryer
- Dust/vacuum windowsills
- Clean all window blinds
- Wipe down interior of all doors and doorknobs
- Clean all light switches and electrical plates
- Spot-clean all walls
- Sweep and mop any bare floors (including closets/pantry) with appropriate cleaning product(s)

# MOVE OUT CHECKLIST CONT.



*\*\* Please contact [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com) when you give notice to vacate.*

*Jill will send you a thorough checklist of move out requirements, this simply a brief overview so you know what to expect upon vacating. \*\**

## **Kitchen and Laundry Areas Continued**

- Carpets must be vacuumed prior to professional cleaning
- Remove any ceiling cobwebs
- Replace any burned out light bulbs (including appliances)
- Remove ALL cleaning chemicals

## **Bedrooms and Office Areas**

- Check closets for any items left behind
- Dust hanging light fixtures and/or ceiling fans
- Dust exposed HVAC registers
- Dust/vacuum windowsills
- Clean all window blinds
- Wipe down interior of all doors and doorknobs
- Clean all light switches and electrical plates
- Spot-clean all walls
- Clean patio doors both inside and outside
- Sweep and mop any bare floors (including closets) with appropriate cleaning product(s)
- Carpets must be vacuumed prior to professional cleaning
- Remove any ceiling cobwebs
- Replace any burned out light bulbs

## **Bathrooms**

- Check closets and cabinets for any items left behind
- Wipe down inside and outside of all cabinets
- Clean inside and surround of all tubs and shower stalls (including the glass doors)
- Clean and disinfect all sinks and faucets
- Clean all mirrors
- Clean toilets (all areas including base of toilet)
- Wipe down all towel racks
- Wipe down interior of all door and doorknobs
- Clean all light switches or other electrical plates
- Dust/vacuum windowsills
- Clean all window blinds

# MOVE OUT CHECKLIST CONT.



*\*\* Please contact [Jill@McKennaTeam.com](mailto:Jill@McKennaTeam.com) when you give notice to vacate.*

*Jill will send you a thorough checklist of move out requirements, this simply a brief overview so you know what to expect upon vacating. \*\**

## **Bathrooms Continued**

- Spot-clean all walls
- Sweep and mop any bare floors (including closets) with appropriate cleaning product(s)
- Remove any ceiling cobwebs
- Replace any burned out light bulbs
- Remove all cleaning supplies and chemicals

## **Garage**

- Check for any items left behind
- Sweep garage floor
- Replace any burned out light bulbs
- Replace garage remote/keypad batteries if necessary
- Remove ALL cleaning chemicals

## **Outside/Yard (If Applicable)**

- Mow grass and pull weeds (if landscaping is not included with rent)
- Remove all personal items
- Pick up all pet waste
- Remove trash

## **Miscellaneous**

- Empty and clean out any storage units, decks, patio, and similar area(s)
- Replace batteries in any smoke detectors or CO detectors in the home
- Remove any adhesive towel holders, hooks, etc. that you installed

**Remove all trash from the home and property.**

**Secure all doors and windows upon departure.**

**Security deposit reconciliation is processed NLT 30 days after move-out date.**

**Please email [Jill@mckennateam.com](mailto:Jill@mckennateam.com) your forwarding address.**

# APPLIANCES NOT WORKING?



According to the Lease Agreement, resident assumes responsibility for the care and maintenance of all appliances on the premises. Below are a few common occurrences and some troubleshooting suggestions.

## **Dishwasher will not turn on or drain?**

- Is the door properly closed and locked? Have you been thoroughly washing and rinsing off your dishes before loading the dishwasher?

## **My dishes do not get cleaned in the dishwasher.**

- Do you have any blockage? Check both spray arms for food particles and debris.
- Are you overloading the dishwasher? Try less dishes or putting large items (such as pots and pans) on the bottom rack. You may be impeding water from reaching all of your items.
- Is there a dust white residue on your dishes? Unfortunately, Nevada's hard water is to blame. We recommend using a cup of vinegar or Lemi Shine at the bottom of your dishwasher.

## **Stove eye (burner) is not working?**

- Is the eye and the surrounding areas clean with no grease build up, disrupting the connection?
- Have you checked the breaker for the stove and/or reset it?

## **Refrigerator is not cooling/freezing?**

- Have you checked the thermostat to see what it is reading? You may increase the coldness one increase at a time. If it is set on 3, move it up to 4.
- If the refrigerator is not cooling properly then place your food in a cooler with ice until a vendor is able to look inspect it and determine the problem. We will not reimburse food loss.

## **Dryer not heating up?**

- Have you been routinely cleaning the lint trap? A clogged lint vent causes the coils to burn up.

## **Washing machine off balances or making loud squeaking noises?**

- Have you been overloading the washing machine? Do not wash duvets, down comforters, pillows, shoes or rugs. Your washing machine is not equipped to handle large/heavy items or quantities.

# UNNECESSARY SERVICE CALLS



- An unnecessary service call is a service fee from a vendor that would have normally been a resident obligation.
- Nevada contractors charge a “trip charge” or “service charge” to go out to your property or provide an estimate
- To prevent unnecessary maintenance and/or service calls, for which you will be charged for, we recommend reviewing all of our helpful tips and suggestions we have provided.

## **What qualifies as an unnecessary service call?**

- If a vendor comes out to the property and can't duplicate the problem, you reported or cannot find a problem.
- If the problem is resident responsibility according to your lease agreement (View Resident responsibility page for a detailed breakdown).
- A missed or “no show” service appointment.

## **How much is a service call?**

- A typical service call is \$50-\$80.
- If you are tagged for an unnecessary service call, the charge will be due with your next month's rent. Rent will not be accepted or processed without the additional charge



As part of your lease, you have been signed up to our A/C filter delivery system!

## **What is Second Nature?**

Second Nature is a great company that delivers A/C filters directly to your door. Each delivery contains the exact number of filters your home needs, in all the right sizes! It also acts as a physical reminder that it is time to change your filters.

## **What is the cost for Second Nature?**

This service costs \$13/month and is included your monthly Resident Benefit Package. This will be the same price if you have 1 filter or 6 filters for your property.

## **How often will I receive my filter(s)?**

A new filter will be shipped directly to your door every 2 months.

## **Do I install the filter myself?**

Yes. Once received, you will remove and dispose of your old filter, and replace it with the new filter. There will be instructions in your shipment on how to locate and change your filter.

## **Where is my air filter located?**

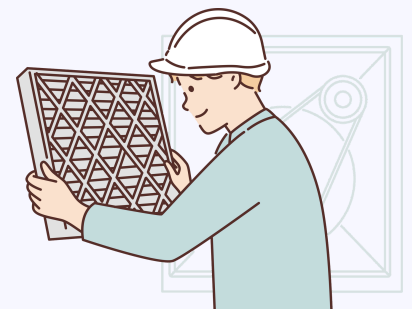
First, look around your property for a return air grate (usually on a wall, or ceiling). If you find one, there will be a place for you to open the grate, and your filter will be inside. If your property does not have a grate on the wall, your air filter will be located in/by your furnace. Look for a 1" 4" wide hinged or removeable cover on it and the filter will be inside.

## **Can I opt out of receiving these?**

No, the Second Nature program is not optional. We appreciate our residents that have been taking the appropriate steps to take care of their HVAC systems in the past, however, we are confident that the Second Nature Filter program will save you time and prevent unnecessary repairs while providing you with high quality filters.

## **Why do I need to change my A/C furnace filter?**

It is an excellent way to save money on your energy bills. Having a clean filter means it takes less energy to push air through your home. A dirty filter is the #1 reason for HVAC system failures. It restricts the air flow into your HVAC systems air handler, which then strains (and often time burns) out the motor controlling air flow. An HVAC repair STARTS at around \$450 and an exhaustive repair and easily reach \$6,000. A new system if the damage is irreparable starts at around \$4,500.



# AIRFLOW ISN'T CONSISTENT IN EVERY ROOM OF THE HOUSE

First check register dampers on vents in the rooms to make sure they are set to an open position and make sure your filter is nice and clean!



Most rooms do not have a return-air grille; instead, there's often just a single return-air grille in the living room or a central hallway to serve the whole house. That means that all of the air needed by the home's forced air system has to be pulled through that single grille before it can be heated by the furnace or cooled by the air conditioning system. When the A/C is operating, it pushes conditioned air into each bedroom. If the bedroom doors are closed, there's no easy way for the air to get back to the return air grille in the hallway. As a result, each bedroom becomes warmer than the rest of the house. Leave all interior doors open for proper air flow.

## Keep In Mind

- Your thermostat only reads the temperature in the same area. The further away from the thermostat the temperature will vary.
- Heat rises! Your upstairs will be naturally warmer.
- The duct work was installed when the house / condo was built.
- Having the ducts cleaned will not improve air flow. Duct cleaning is not a service the owner is responsible for. If you feel a duct cleaning is necessary, you are welcome to do so at your own expense.
- On extremely hot and humid days it is not unusual for the temperature to have a 10 – 15 degree difference. Recommended temperature is 68 degrees to 78 degrees. Anything below 68 degrees will freeze the unit in which you can be held liable.



# PLUMBING STOPPAGES



All minor plumbing stoppages are the resident's responsibility: Including clogged garbage disposals, toilets, sink drains, and tub drains. Creating a work order for a minor issue will be the resident's responsibility to pay.

## **Clogged toilet**

- Have you used excessive (too much) toilet paper?
- Have you tried plunging into the toilet?
- Have any foreign objects been flushed down the toilet? (Toothbrushes, toys, baby wipes, etc.)
- Has any type of grease (food) or oil been flushed down the toilet?
- Are feminine products being disposed of correctly? (Always thrown away, never flushed)
- Are you holding the handle down long enough? Note: If you have a toilet that continuously runs or is overflowing, immediately turn the water off at the cut-off valve. This is located directly behind the base of the toilet.

## **Bathroom drains are clogged**

- Is there hair clogging the drain?
- Have any foreign objects been put down the drain?
- Has any type of grease (food) or oil been put down the drain?

Note: Drano and liquid drain cleaners will not remove hair or plastic caps.

## **Kitchen sink and garbage disposal is clogged**

- Has any grease or fibrous food gone down the drain?
- Have you tried resetting your garbage disposal?

*Note: Running hot water behind grease and oil will not prevent grease blockages. Eventually, the grease will hit cold water and become solid again- causing a clog.*



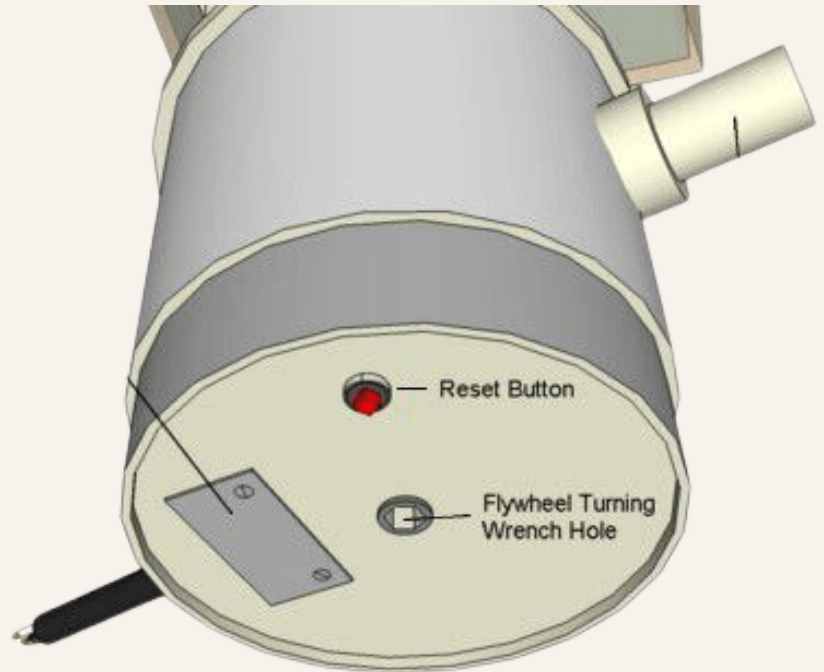
# GARBAGE DISPOSAL NOT WORKING



If your disposal only hums and doesn't seem to grind and drain food, then chances are you've jammed it. Eventually, your drain will clog and lead to an even greater expense and inconvenience.

Here are simple instructions for freeing and resetting your disposal:

- Make sure the power is turned off
- Located on the bottom of most disposals is a reset button. You can access the bottom of the garbage disposal underneath your sink. If the disposal were to overheat (etc.) this button will pop out. If it's tripped, the little button will be sticking down, you should feel it protruding. Simply press up, you should hear a loud click. If the reset button does not reset, then, turn your disposal on and test the disposal



## Some DO's and DON'Ts

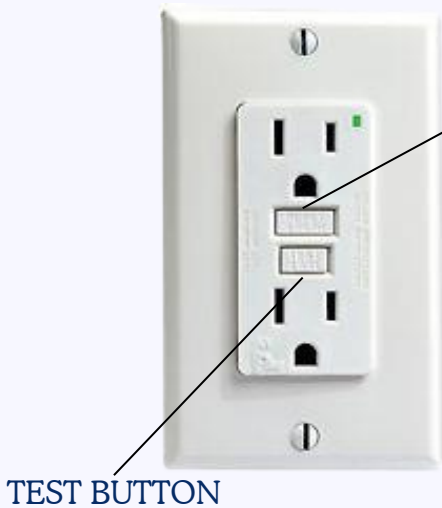
### DO

- Keep it clean. You may want to use a little dish soap and let it run for a bit with the water running after doing dishes.
- Use it regularly. You'll prevent rust and corrosion and prevent stuff from accumulating and stopping the blades.

### DON'T

- Put grease, oil, or fat in the drain. Your disposal won't grind them, and you will clog the drain.
- Turn off the disposal or water until the grinding is finished. Let the water run about 15 seconds after you've turned off the disposal to allow the drains to flush.
- NEVER put popcorn kernels down the garbage disposal.

# LIGHTS OR OUTLETS NOT WORKING

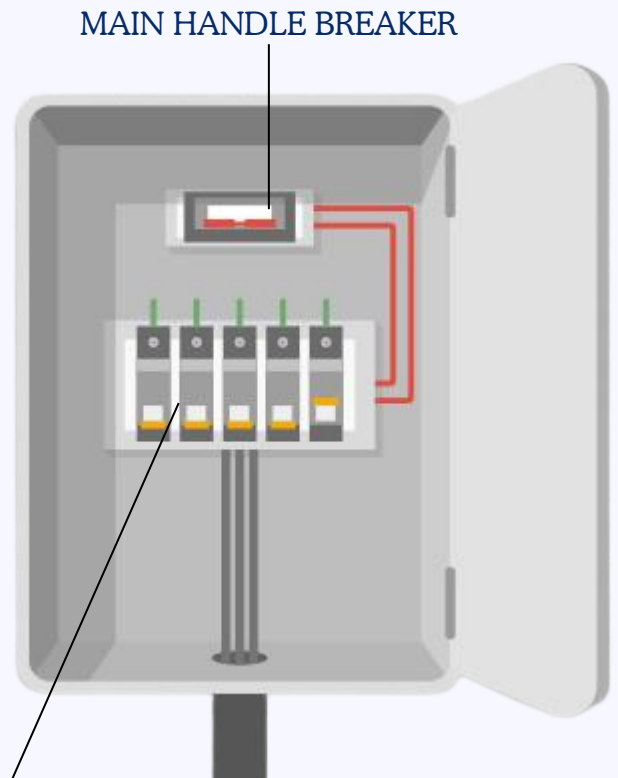


RESET BUTTON

TEST BUTTON

Typically, when a room or area has outlets that are not getting power, the GFCI needs to be reset. The GFCI may be located on various outlets throughout the house especially near sinks or in the garage. If a light fixture is plugged in, make sure the bulb is in working order. If everything is ok and it still does not work, unplug your lamp, and plug it in elsewhere. If it still does not work, then you may have a short in your lamps wiring. Turn off any appliances plugged into the GFCI. This ensures no appliance damage when re-engaging the circuit. Locate the button next to the “Test” button that says “Reset” on it press it. Turn the appliances back on to ensure the outlet works.

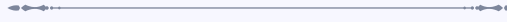
- Go to the electrical service panel, which is usually located in the garage, closet or in the room with your furnace and hot water heater.
- Identify the tripped circuit breaker. The tripped breaker will not be fully in the “On” position but rather in the “Off” position or somewhere in between. To make visual identification easier, some breakers show red by the handle when tripped.
- To reset the breaker, just push the lever all the way to the “Off” position and then back fully to the “On” position. You will hear it click as it snaps into the “On” position.



MAIN HANDLE BREAKER

BRANCH CIRCUIT BREAKERS

# PREVENTIVE CARE GUIDE



## In the Kitchen

### Dishwashers:

- Filter: Pull out the dishwasher filter every few months and give it a warm water rinse to keep your dishes clean!
  - Prevents: Buildup (food particles and grease can clog the filter) & Reduces strain on the pump and spray arms.
- Racks: The top rack is meant for small & delicate items only! Place all your bulky items (like pots and pans) on the bottom rack.
  - Prevents: Chipping/Breaking of your dishes, and protects the dishwasher spray arms.

### Microwaves:

- Vent: This is usually located on the bottom of your microwave, facing your stove, and can collect grease and dust. Take the time once every 3 months to give them a clean with warm, soapy water.
  - Prevents Grease build up, odors, and reduces fire risk.

### Refrigerator:

- Filter: Replace the filter every 6 months to keep your water and ice fresh.
  - Prevents: Contaminated water/ice, bad taste/odor, clogs and low water flow, appliance strain.

## In the Laundry Room

### Washing Machine:

- Filter: Locate your washing machine's water filter (usually at the front bottom of the machine). Remove it, run it under warm water, and remove any debris.
  - Prevents: Clogs, Poor Drainage, Bad odors, Strain on the pump or motor.
- Loading: Never overload your washer.
  - Prevents: Worn or broken drum bearings, suspension damage, pump & motor strain.

\*\* Have a front loading machine? Leave the door open after each cycle to allow the drum to dry. This prevents mildew and mold buildup inside the machine.

### Dryer:

- Clean the lint filter in between every load.
  - Prevents: Fire, extra energy use, clogs.

## HVAC

- Filters: Change every 60 days. A clean filter improves air quality and helps your A/C run efficiently!
  - Prevents: Higher energy bills, system strain, poor air quality, uneven heating and cooling.



A little regular care goes a long way in keeping your appliances running smoothly. If an appliance breaks because it hasn't been maintained, it's considered resident neglect and would be the resident's responsibility to repair. We're here to help with simple tips to make upkeep easy, and if you ever notice anything unusual, just reach out - we're happy to assist! (702)434-HOME

# CARING FOR VINYL FLOORING



## Does your property have vinyl flooring?

**If so, in order to maintain its appearance and prevent damage, please follow the care and maintenance instructions below.**

1. Regular Cleaning: Sweep or vacuum floors regularly to remove dust, dirt, and debris that can cause scratches or dull the surface.
2. Mopping: When mopping, use a mild detergent such as Ivory Dish Soap or a vinegar-and-water mixture. Always wring out the mop well so that it is damp, not wet. Excess water can seep into seams and edges, causing damage or lifting.
3. Avoid Harsh Cleaners: Do not use bleach, ammonia, or abrasive cleaners, as these can discolor or dull the vinyl surface.
4. No Wax Products: These are NO-WAX floors. Do not use Mop & Glo, Future, or any other wax, oil, or polish-based products. Use of such products will require stripping at move-out, and costs for removal will be charged to the Resident.
5. Furniture Protection: Use felt pads or rubber protectors under all furniture legs to prevent dents and scratches. Avoid dragging heavy furniture or appliances across the floor.
6. Moisture Control: Immediately wipe up spills or pet accidents to prevent staining or moisture damage to the vinyl or subfloor.
7. Temperature & Sunlight: Maintain moderate indoor temperatures and use blinds or curtains to limit direct sunlight exposure, which can fade or warp vinyl over time.



Unsure if your property has vinyl flooring? Ask your move in representative!



# PRODUCTS WE KNOW WORK



Cascade Platinum action packs are overall better for the dishwasher. Liquid or powder detergents stick to the dishes and dishwasher, causing build up.

Lemi Shine breaks down hard water build up in the dishwasher and prevents white residue from forming on your dishes.  
\*Vinegar is also a natural alternative that helps clean your dishwasher.



Drain Care is a great product to break down bacteria in the garbage disposal or kitchen sink drain.



Disposal balls and lemons can freshen up the garbage disposal. Be sure to thoroughly grind up the lemons afterwards!



Zip-It is an easy way to get out any hair that has accumulated in the sink drain or bathtub drain.



# INTERESTED IN PURCHASING YOUR RENTAL PROPERTY?



McKenna Property Management has a real estate team at your disposal. If you are interested in purchasing a home, we can put you in contact with a lender and make your dreams of buying a home a reality.



Max & Emily make up our “Real Estate Team” & are dedicated real estate professionals with The McKenna Team. This dynamic duo specializes in helping buyers, sellers & investors navigate the local market. With a client-first approach, they provide expert guidance on home buying, selling strategies, market trends & investment opportunities.

Contact 702. 434.HOME (4663) and ask for Max  
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# STAY IN THE LOOP



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Last, but not least, if you know someone looking for a rental home, direct them to our website to view our availability so we can help them find the perfect rental to fit their needs!

**[www.McKennaPropertyManagement.com](http://www.McKennaPropertyManagement.com)**



THANK  
YOU



THANK YOU SO MUCH FOR CHOOSING  
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We hope you enjoy your new home and settle in nicely. If  
you have any questions, our team of experienced  
professionals are here to assist you.

Happy Moving!

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