

NEW MOVE IN FAQ

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 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.

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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).

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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.

WHAT IS RESIDENT NEGLECT?

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.*