

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

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

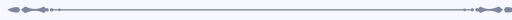
Normal Wear and Tear	Resident Damage
<ul style="list-style-type: none"><li>• Fading, peeling, or cracked paint</li><li>• Slightly torn or faded wallpaper</li><li>• Small chips in plaster</li><li>• Nail holes, pin holes, or cracks in wall</li><li>• Door sticking from humidity</li><li>• Floors needing 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.

# 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.

# 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.



# AIRFLOW ISNT 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.*





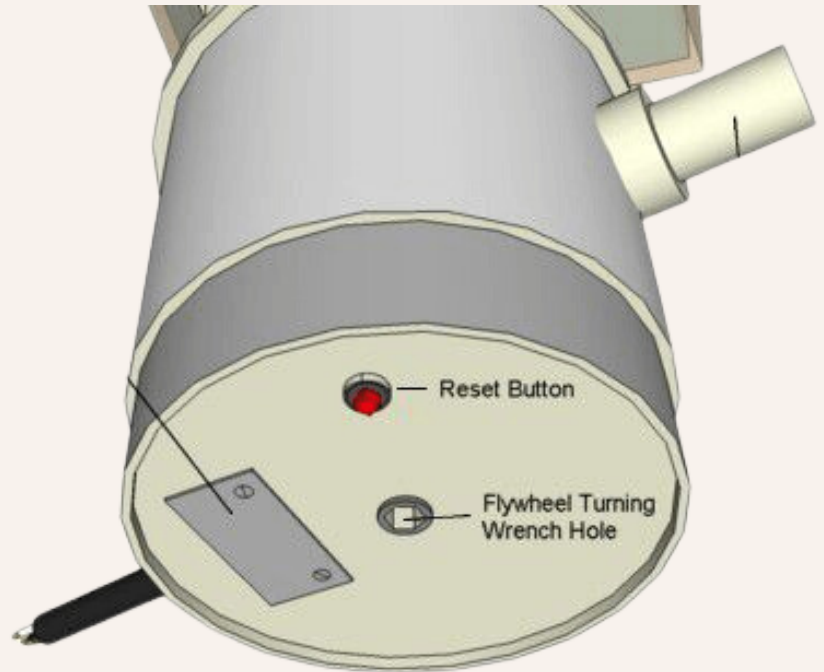
# GARBAGE DISPOSAL NOT WORKING



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 pump 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

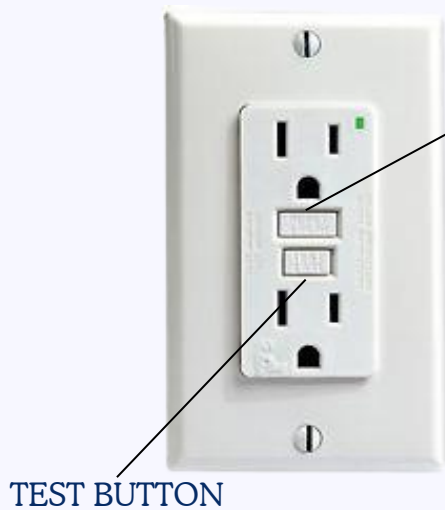
### DO

- 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.

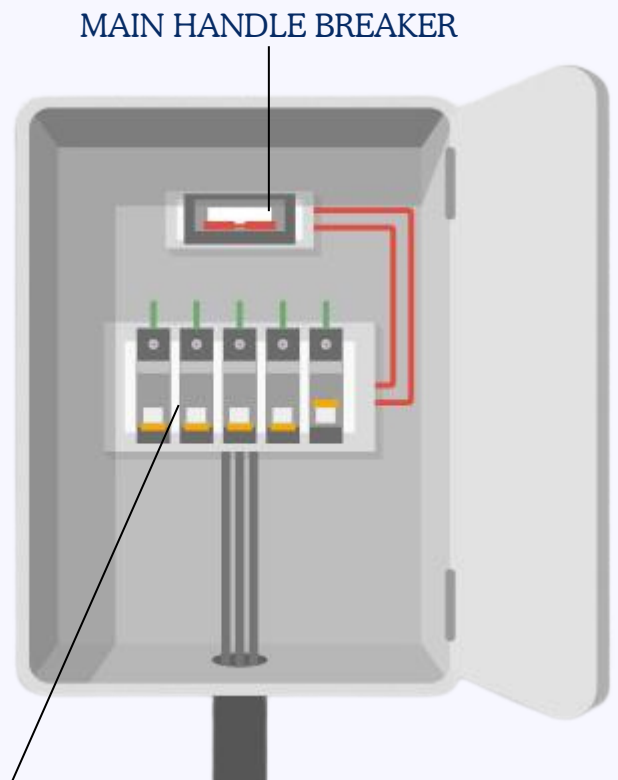
# LIGHTS OR OUTLETS NOT WORKING



RESET BUTTON

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.

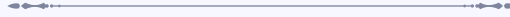
- Go to the electrical service panel, which is usually located in the garage, closet or in the room with your furnace and hot water heater.
- Identify the tripped circuit breaker. The tripped breaker will not be fully in the “On” position but rather in the “Off” position or somewhere in between. To make 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!

