



INTEGRITY PROPERTY MANAGEMENT & INVESTMENTS

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WELCOME TO YOUR NEW HOME!

This Tenant Handbook was created to assist you with your tenancy. Please keep it in a convenient location for easy reference. This doesn't replace your lease, so please review your lease from time to time as well. Enjoy your new home!

MOVE-IN REMINDERS

- Within 7 days, Complete and return your Move In Condition Report.

Photos are to be maintained by Tenant.

- When setting up services: No cable cords, phone lines or satellite wiring is to be run through the property without written approval from the Owner.

Mail Keys: If not received, bring your lease and ID to your designated post office: www.usps.com/locator. The Post office will rekey your mailbox within 7-10 business days.

Garage Remotes: If not received, purchase at home improvement store up to \$35 per remote.

Amenity/Community Keys or Gate Remotes: If not received, purchase & picked up at the HOA office. Email Manager to get the Name/Address/Phone of HOA.

TENANT RENOVATIONS | ALTERATIONS

It is policy that Tenants do not perform repairs or alterations. If you do want to make a special request for renovation or repair to the property:

1. Email your request to your Property Manager.
2. We'll send it to the Owner for approval.
3. Do not proceed with any work until you've received approval from us.



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REPAIR REQUESTS

All maintenance requests **MUST** be submitted through your Tenant Portal

Please provide as much detail as possible.

As soon as we receive your request, we will send it to the Owner for approval. Remember, each Owner is in control of approving or declining a repair. The only repairs an Owner can not decline by Law are for habitability (major electrical, major plumbing, heating/cooling, hot water). Vendors will contact you directly to schedule appointment. If you fail to keep a scheduled appointment with a vendor, you are responsible for the \$75 cost of the service call.

Tips on calls you can avoid:

1. If electricity is not working, first try resetting all of your GFCI outlets, then resetting all the electrical panel breakers
2. If garbage disposal isn't working, reset the breaker on disposal
3. Watch out for children accidentally dropping toys/popsicle sticks, etc into toilets or drains.

MAINTENANCE EMERGENCIES

If the emergency involves a fire, medical or criminal emergency, please notify the proper authorities or call 911 prior to calling us. If you have a maintenance emergency and the office is closed call the main line at (702-933-5305)

- Backed Up Plumbing/Sewage: Stop using and text/call us.
- Fire, Medical, Criminal: Call 911 or the local authorities.
- Smelling Gas: Turn off gas & call Southwest Gas: 877.860.6020)
- Flood Leak Inside: Shut the water off using controls in garage or at the street.



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EMERGENCY WATER FLOOD

1. Immediately turn off the main water supply (in garage, or at street)
2. Dry up the wet areas.
3. Text, Email or call us.

EMERGENCY BREAK-IN If there is a break-in, call the police immediately and file a police report! Within 48 hours of incident, email us the police report & photos of the damage. If no police report is received, Tenant will be responsible for all damage. Theft or damage to your personal property is covered under your renter's insurance policy. Tenant to review their policy to see coverage details.

TENANT RESPONSIBILITIES

The following items are the responsibility of the Tenant, at their expense, while living at the property:

- Pest control service (bees, spiders, scorpions, mice, ants, etc).
- Not allowing anyone to smoke in home or garage.
- Report all necessary repairs.
- Changing the irrigation control battery and irrigation timer-DO NOT UNPLUG
- Replacement of HVAC filters every month.
- Replacement of light bulbs
- Replacement of smoke alarm batteries.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem. The property must have working smoke alarms at all times.
- If your family situation changes and you'd like to request approval for any pets or occupants, email a request approval in writing first. All approvals must be approved by owner prior.
- Reprogram garage remotes and new entry code for garage keypads.
- Keep property clean, inside and out, free of grease, mildew, cobwebs, etc.
- If you have a pet, all pet feces need to be disposed of regularly.
- Maintaining, trimming, watering, and weeding all landscape.



LANDSCAPE MAINTENANCE

You are responsible for pulling weeds, blowing dry leaves, cutting/maintaining the lawn (unless otherwise noted in your lease) and ensuring all landscaping is receiving adequate water to survive. You are responsible for setting the irrigation timer in the garage. If you need help setting the irrigation timer, please ask for referrals to landscapers that can assist. You may be held financially liable for replacement of any landscaping that dies due to lack of water.



GARBAGE DISPOSAL CARE

The most important rule of thumb: “When in doubt, throw it out!” Most food should be disposed of in the trash can before running through the garbage disposal. A garbage disposal is best for small amounts of food scraps only.

Tips for Garbage Disposal:

- 1) Run water for 30 seconds after food goes down. Helps items get through the plumbing system out to the road/city pipes.
- 2) Swipe food into trash before washing dishes.
- 3) Occasionally run small ice cubes in your disposal, helps to clean scum layers built up inside.

FIX YOUR GARBAGE DISPOSAL

	1. Check to see if there is something in the drain jamming the disposer.
	2. Use wrench on bottom of disposer to free up blades.
	3. Check that the GFI outlet has not tripped.
	4. Press red reset button on bottom of disposer.

TOP 4 “NOT WORKING” FIXES



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CLOGGED DRAINS

If our plumber/Handyman finds improper items down a drain, Tenant responsible for repair cost.

What Can I Put In the Garbage Disposal?

GOOD	BAD
COLD WATER (NOT HOT) Water should be running the whole time the garbage disposal is on. Cold water is best because it solidifies grease and fatty foods. HOT WATER CAN CAUSE OVERHEATING	BONES, FRUIT PITS, SMALL PEBBLES Generally speaking if it is something that you can not chew up yourself then it should probably not go into your garbage disposal CAUSES: BLADE DAMAGE AND CLOGS
SMALL BITS OF FOOD Small scraps of food left over on your plate after a meal is what a garbage disposal is intended for. Grind Away! AVOID LARGE AMOUNTS OR BIG CHUNKS	GREASE, OIL, GREASY FOODS Grease and oil do not mix well with water, just ask your mechanic. It hardens when cooled and is very bad for septic systems CAUSES: CLOGS AND GUMS UP BLADES
BREADS Breads break up easily and dissolve quickly in water. Use plenty of water to avoid turning to paste AVOID USING THE WHOLE LOAF	PASTA OR RICE Large quantities of rice and pasta will soak up the water and expand in your pipes CAUSES: CLOGS IN THE PIPES
COOKED VEGETABLES AND MEAT Most cooked vegetables and meats are soft enough to grind up in the disposal with ease AVOID BONES AND STRINGY VEGGIES	STRINGY VEGETABLES Things like celery or asparagus can wrap around the blades and stop them from spinning CAUSES: IMPEDE FUNCTIONALITY
EGG SHELLS This is a controversial subject, but they break up easily and are not heavy so they won't sit in your drain and build up. So go for it! THE CARTON THEY COME IN IS NOT OK	VEGETABLE AND FRUIT PEELS The exteriors of most fruits and vegetables are harder than you think. A little at a time would be ok but avoid a whole fruit salad CAUSES: BLADE DAMAGE AND CLOGS
ICE CUBES AND/OR ROCK SALT Yes, it makes a horrible noise but ice will beat the rock salt around the blades and will help scrape things off and keep things clean. THIS WILL NOT SHARPEN THE BLADES	OTHER ITEMS TO AVOID Stems, Shrimp Shells, Cigarette Butts, Glass, Plastic, Banana Peels, Onion Skins, Nut Shells, Artichokes, Silverware, Rocks, Jewelry, Wood NEVER PUT YOUR HAND IN THE DISPOSAL

FOOD WASTE DISPOSER
NOT A TRASH CAN

SINKWASTECARE



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GETTING TO KNOW YOUR RESIDENCE

When you move into a property it is critical to know where important items are located. When you discover a problem, you'll need to know these functions for your safety and responsibility of securing property.

Take the time to locate the following:

1. Water shut-off locations
2. Main electrical breaker box
3. Gas shut-off location
4. GFCI switches inside

WATER SHUT-OFF LOCATIONS

Shut off valve location to turn off water to:

- A. Toilet – behind the base of toilet
- B. Sink Faucet – underneath sink inside cabinet
- C. Front/Back Yard Landscape – front or side of home on ground
- D. Water Heater – top of water heater
- E. Entire House – in garage, along wall, knee/waist height (newer homes only)
- F. Entire House – on side walk, rectangle lid 8X20", close the two loops (works on all homes)



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A



B



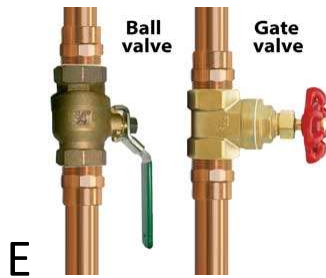
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D



E



F

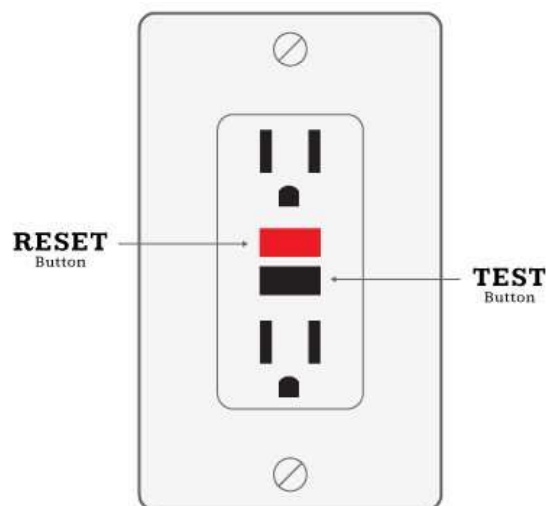


POWER SHUT-OFF & RESET LOCATIONS

A circuit breaker is electrical switch designed to protect from an overload or short circuit. Circuit breakers move slightly when “tripped”. And you won’t have power to that area of the home. To reset, turn the breaker to the OFF position, then back ON again.



Most homes have the GFCI outlets in kitchens, bathrooms, and garage. When you have loss of power, press the “reset” button located in the middle of the GFCI outlet





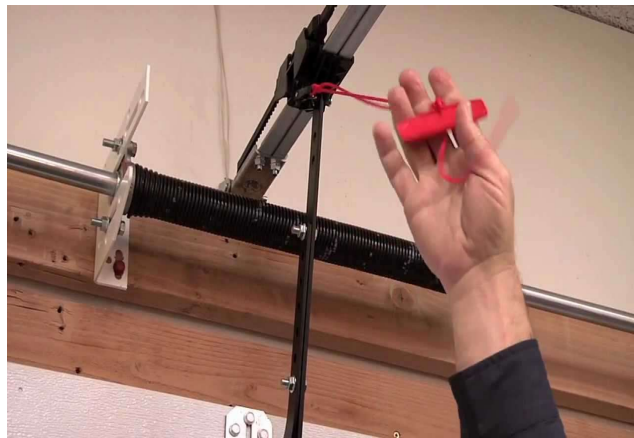
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GARAGE DOOR INOPERABLE

If there's no power to the door, first reset the GFCI in the garage. If still not working, submit a work request. If you need to manually close your garage door, here are the steps:



- Pulling the emergency release handle disconnects the garage door from the garage door opener. This allows you to open and close the door manually. The emergency release handle is located at the end of a (usually) red rope that hangs from the garage door opener rail near the top of the garage door.
- It takes some force to disengage the garage door from its track but be careful not to pull too hard as this can damage/bend the track!



- Make sure there is nothing obstructing the door's path to the floor.
- Once disengaged, some doors will no longer have any tension and will immediately fall to the ground, it is important to have a second person or a sturdy object securing the door and ensuring it doesn't prematurely fall to the ground without aid.
- After everything is done, be sure to contact us and we can get a professional vendor out to diagnose and service the unit!



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HELPFUL CLEANING TIPS

- Kicking off your shoes will mean less time cleaning floors, and less damage to floors.
- For carpet, Experts recommend wearing socks or home slippers instead of bare feet. (Human skin leaves oil residue on carpet every step)
- Avoid grease build up in the kitchen; use a sponge and soapy water for grease.
- To lessen grease splatter, cook on low or medium heat.
- Change air filters more often to lower power bill & less dust.
- Avoid a fire hazard by cleaning your dryer's lint trap each use.
- Vacuum carpets & mop tile, wood, and vinyl regularly.
- Do not use a lot of water when cleaning vinyl flooring.
- Clean toilets & showers regularly to avoid build-up.
- Clean the base of faucet fixtures to avoid calcium build up.
- Avoid mildew by turning on bath vent while showering.
- Always put food away and wipe up food debris to avoid attracting insects or rodents.
- Keep pet food in closed containers to avoid attracting rodents.
- Regularly pick up debris and pet feces in outside areas.
- Unique Accidents? Google is best way to find out ways to remove! (wine, chocolate, butter, mustard, tomato, gum peanut butter, crayons, ink, permanent marker, etc)
- *If you have a rolling office chair on carpet, make sure to have plastic office floor mat to prevent carpet damage



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SAFETY TIPS

The following are several tips to ensure the safety of you and your family in your home:

- Unplug all heat-producing small appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards. • Never leave a burning candle unattended.
- Turn heating pads and electric blankets off when you leave the room to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom, and you see water in the ceiling below, report the leak immediately to us. • Do not operate electrical appliances while standing or sitting in water.
- Do not overload extension cords or outlets.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any place that could cause a tripping hazard.
- If you suspect an electrical problem, report it to our office immediately.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Do not remove smoke alarms, particularly if they are beeping. Change the batteries. If the alarm appears defective, please contact us immediately for repair.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in most hardware supply stores.
- If you use a grill or BBQ, use common sense and never leave grills unattended. Do not set grills up against the house.



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Seven Common HOA Violations You May Not Know About

Many properties are part of a Homeowners Association (HOA) that provides certain rules and regulations that ensure your neighborhood runs efficiently. Please be sure to familiarize yourself with the specific Covenants, Conditions and Restrictions (“CC&R’s”) that were provided for your HOA as part of your Lease Agreement. As a Resident, you are required to comply with the local CC&R’s for your HOA. These restrictions may go unnoticed, resulting in fines being issued. Avoid fines by noting these common HOA violations:

1. **Overgrown or Dead Landscaping**

Ensure that your trees, plants, flowers, and shrubs do not cause drainage issues or interfere with drivers’ sight lines. Also, weeds should never be present in your landscaping. Prevent weed growth by following these suggestions:

- Make a well-stocked border in your plant bed to prevent annual and perennial weeds from growing.
- Routinely check for weeds growing at the seedling stage.
- Once identified, remove the weeds by hand or with a garden hoe.
- When pulling weeds, ensure the entire root has been removed to prevent further growth.

2. **Improperly Parked Vehicles**

All vehicles must be parked in the driveway or garage – never on the sidewalk, yard, or in the way of pedestrians. Any vehicle that is improperly parked will be towed at the resident’s expense.

3. **Overly Exposed Trash Containers**

Trash containers often must be stored in the garage, and never in the driveway or in common areas. Place all trash containers on the street for pick-up, but never prior to the night before collection. Ensure all trash containers have been returned to storage by the last night of pick-up.

4. **Excess debris or grease stains.**

Residents are expected to power wash their property to remove dirt, oil, and rust stains. You should routinely clean your driveway, mailbox, and sidewalks to prevent avoidable damage. To power wash the exterior of your home, use a residential pressure washer. Be sure to sweep all of your surfaces, including driveways and sidewalks, before using a pressure washer. If your driveway has persistent grease stains, then scrub degreaser into the concrete before power washing.

5. **Untimely Holiday Decorations**

Remove Holiday decorations within a reasonable amount of time (approximately 10 days). Be aware of this regulation while decorating for the holidays, and plan ahead by preparing for storage. Keep the packaging that your decor arrives in; fill the storage



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6. boxes with all the supplies needed to pack away decor, including sandwich bags, tissue paper and boxes.
7. **Poor Pet Etiquette**
As a resident, you must take responsibility of any pets by walking them on a leash and disposing of waste properly. This will keep your neighborhood safe and clean, and help you train your pet.
8. **Reckless Residential Driving**
While driving in your neighborhood, you must always maintain the speed limit and watch for pedestrians crossing the street. These precautions will ensure the safety of all residents inside and outside the vehicle.

The above items are just suggested as best practices for most HOAs. Please familiarize yourself with the Rules provided in your lease packet (If Available). However, your HOAs CC&R's and State Law will vary and have specific requests with which you will need to comply.



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LIST OF ITEMS IN THE LEASE THAT ARE COMMONLY OVERLOOKED

- 1) Due Dates/Grace Periods**
Rent is due on the 1st day of each month and late on the 4th day of each month.
- 2) Additional Rent**
Any and all unpaid fees and charges will become additional rent due under the terms of the lease and are then due when rent is next paid.
- 3) Security Deposits**
Security Deposits are not considered the last month's rent and **cannot** be used to pay rent or any other charge(s) until after Tenant has vacated and, damages, if any, can be determined at management's sole decision in accordance with Nevada State laws.
- 4) Conveyance and Uses**
Tenant's **cannot** sublet, assign or transfer their lease to any other person. Tenant cannot move someone else into the property that is not on the lease without written consent of the Landlord.
- 5) Utilities**
All applicable utilities must be put into the Tenant's name within three (3) days of signing the lease. Please refer to your lease for a list of them. Tenant will be charged a prorated amount upon receipt of the final bill. Upon move out, Tenant **must leave utilities on** until move out inspection is completed by management or management's vendor.
- 6) Pest Notice**
Integrity PM will provide a **one-time** pest control service within the **first thirty (30)** days of the lease term. (If proof of pest is present)
- 7) Pets** No pets are allowed on the property without written permission of the Landlord. Tenant must fill out a pet application and upon approval, pay a \$300 pet deposit, per approved pet. If Tenant obtains a pet without prior written permission, Tenant will be charged a \$500 fine and must rehome the pet or apply for Landlord approval and pay the pet deposit(s).
- 8) Notice of Intent to Vacate** A written 30-day notice to vacate is **required prior to the 1st day of the last month tenant is going to be in the home**. This includes tenants on a current lease and tenants on a month-to-month basis. Upon move out, Tenant must have carpets professionally cleaned.
- 9) Maintenance** Tenant is required to report all maintenance issues with the property as soon as discovered by Tenant. Tenant must change filters in the heating and air conditioning system at least once every month at Tenant's own expense. Tenant is responsible for any broken glass regardless of the cause of the damage. Tenant is responsible for all landscaping, including lawns, trees and shrubs.
- 10) Additional Responsibilities** Tenant may install or replace screens at the tenant's own expense, landlord is not responsible for maintaining screens. Tenant may rekey the property at their expense. All outdoor cooking devices must be at least ten feet from any overhang, balcony or opening, unless the premises is a detached single-family home. Tenant must follow all Rules and Regulations and the CC&R's of the HOA, if applicable. Any fines assessed due to violations will be charged to the Tenant. If violations are not cured upon the first notification, then, upon second notification, management may send someone to cure violation at the Tenant's own expense.