



Action Properties, Inc.

RESIDENT'S GUIDE

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Action Welcomes You

Action Properties, Inc. welcomes you as a new resident. Action is an abbreviation used in lieu of the full company name, Action Properties, Inc. and is used throughout this Guide.

To achieve a successful tenant/management relationship, we prepared the Action Properties Resident's Guide to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. The Guide is also available online at our website, ActionPropertiesNV.com.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, and more.

We have also included forms for you to use when necessary. Action wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Action as their Property Management Company and representative to manage the property you are renting. Therefore, if you need to contact Action for assistance, our contact information is located on page 3.

If you have questions or concerns on any of the information contained in this document, contact our office at any time. Action is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.

About Action

Action Properties, Inc.

Welcome to Action Properties! Action serves the real estate needs of Reno, Sparks, Sun Valley and Washoe Valley. If you're a property owner needing help with your assets, or a tenant looking for a rental, your search begins and ends with Action Properties.

We take pride in the properties we represent, and our reputation reflects that. Action understands each individual has their own idea of home, which is why we manage a varied portfolio of residential homes, apartments, mobile homes, and commercial properties. Our knowledgeable property managers take a personal interest in all the properties we manage – involvement that's hard to find at a large corporation.

Thanks to our experienced in-house maintenance crew, Action housing rentals are well maintained and managed, and there's always someone available to help in an emergency. This practice has always been appreciated by both owners and tenants. In fact, a large percentage of our business comes directly through referrals from our satisfied customers.

Our seasoned staff is available to meet with you in person, or speak with you over the phone, to answer any questions you may have regarding our services or available rental properties. Call or drop by today. We look forward to meeting you!

General Office Information

Action Properties, Inc. General Information	
Address Information	
Mailing Address	675 W. Moana Lane
	Suite 102
	Reno, NV 89509
Communication	
Business Number	775-323-0404
Fax Number	775-323-0428
Email	Info@ActionPropertiesNV.com
Website	ActionPropertiesNV.com
Office Hours	
	Monday- Friday 9:00 AM-12:00 PM & 1:00 PM-4:00 PM

Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting Action know what you need.

Use the telephone, email, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember Action is here to help you.

Telephone Calls During Office Hours

During office hours, Monday through Friday, 9:00 A.M.-12:00 P.M. and 1:00 P.M.-4:00 P.M., there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party.

Voicemail

If, during the day, you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where Action can reach you, both day and evening. Someone will return your call.

After Hours Calls

Of course, the voicemail system will take all messages after hours unless it is a maintenance emergency, in which case you will be directed to our “on-call” maintenance team member.

Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the Action voice mail system during office hours, or after the office is closed, please use the emergency maintenance line: 775-391-8088.

Maintenance Requests

It is easiest to submit maintenance requests online through our website, however if necessary, you may call our office to submit a maintenance request. Please ensure you specify in your call exactly what the issue is, and whether or not our maintenance team has permission to enter your residence. **DO NOT SUBMIT EMERGENCY MAINTENANCE REQUESTS ONLINE. ALL EMERGENCIES SHOULD BE REPORTED TO THE ON CALL MAINTENANCE TECHNICIAN BY CALLING 775-391-8088.** During normal business hours, the office line should be called, which is 775-323-0404.

Our Technology

Our Technology Advantage

Our goal is to provide you with the best service and manage your properties efficiently and effectively. Our team has invested in a complete and modern software solution and we are excited to share several of the new capabilities and how they will benefit you.

- **Pay rent faster with online payment options.** Modern residents expect easy, online payment options. The software gives residents two convenient ways to pay electronically (E-check, or with a credit card).
- **On-demand access to your statements.** Tenant Statements are posted to allow the tenant to know when and how much of their rent is due as well lets them see what each charge is for. This offers a peace of mind to tenants so they know exactly where and why they are spending their money.
- **Handle property maintenance issues faster.** We use the software for electronic work-orders and communication with vendors so we can quickly resolve issues. At your request, we can email you a copy of the work order and relevant information giving you real-time updates.

Helpful Tips

Energy Saving Tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to Action as soon as possible:
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property

- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks.
- Adjust the water level to match the load, using less water for small loads.
- Do not use toilets to dispose of trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn or tamper with the water heater temperature settings.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To Lower Air-Conditioning Bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

Drug Free Housing

Action has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify Action of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Preventative Cleaning Tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Safety Tips

The safety of you and your family is important to Action and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence 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, particularly in a light fixture, report the leak immediately to Action.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Action immediately
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the Action office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended. Charcoal grills are strictly prohibited on apartment patios.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Your Security Deposit Refund

When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. Action remits a security deposit transmittal within 30

days in accordance with the state landlord/tenant law (NRS 118). Remember, Action wants your move out to be a pleasant and successful process.

Renters Insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your belongings.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renter’s insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. To avoid a loss, acquire renters’ insurance now.

Care of the Property

Getting to Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shut off valve in case of major flooding
- Water shut off valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If you are uncertain about any of the above items, contact your Action management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. Action has more tips in this Guide.

Tenant Renovations/Alterations/Accommodations

It is the Action policy that tenants do not do repairs or alterations. You agreed to this in the Action Rental Agreement/ Lease. If you want to make a special request for renovation, repair, or accommodation to the property:

- Submit your request in writing before making any changes. Note: A licensed contractor must be used for any changes.
- Do not proceed with any work until you are notified by Action that said work is approved.
- Action will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - o Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
 - o Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
 - o Sign an Action agreement regarding the alteration/repair.

Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, Action has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again.

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Normal insect control.
- Normal rodent control, such as mice.
- Landscape cleanup if a service is not provided.
- Reporting lack of landscape cleanup if a service is provided in your rental agreement.

- Landscape watering
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- Disposal of all garbage in the proper receptacles and using the weekly pick up service.
- Disposal of animal feces on the property even if you do not have a pet.
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws.

Procedures for Requesting Maintenance

Before Calling Action

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

If There is an Emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood, and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911.
- Emergencies involving gas, call the gas company and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, then call the Action office and report the problem.
- Emergencies such as backed up plumbing, or flooding, call the Action Emergency line at: 775-391-8088, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT air-conditioning, non-working dishwasher, sprinklers, etc.

Non-Emergencies:

- Fill out a tenant “work order” request form.
- Work orders are available in your tenant portal to fill out online.
- Action does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the Action office or the vendor as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 1 – 2 business days, call the Action office and inform your management team or a staff person that a vendor has not contacted you.

- Action will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call Action and state you had a recent repair but there is still a problem.
- Recent repair means within the last 60 days and pest control work means within 30 days.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Conclusion

We hope that you have found the *Action Properties Resident's Guide* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your Action management team.

We look forward to your tenancy at Action.



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ActionPropertiesNV.com

(775) 323-0404