



**BLACKBIRD**  
REALTY AND MANAGEMENT, INC.

**(BRMI)**

**PROPERTY  
OWNER MANUAL**

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# WELCOME

## *Integrity First, Excellence in All We Do*

Thank you for choosing Blackbird Realty and Management, Inc.. (BRMI) to manage your investment. We are aware that you had many choices and we appreciate that you have selected us as your property management company.

BRMI works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Blackbird Realty and Management, Inc.. Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

BRMI forms have also been included with this manual. There are some to fill out upon receipt unless already you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists Blackbird Realty and Management, Inc.. in setting up and maintaining an accurate account for you and your investment.

**Special note:** the information provided in the BRMI Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. BRMI works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing Blackbird Realty and Management, Inc.. as your Property Management Company. We look forward to a successful business relationship.

## **OWNER DOCUMENTS**

A copy of your management agreement is included with the *BRMI Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that BRMI receive all critical information as we begin management. You may have completed the documents listed below. If not, we need you to fill out and return the following documents. Please return the appropriate forms with the self-addressed envelope included for your convenience.

### **Owner Information**

This information enables BRMI to set up your account.

### **Electronic Banking Authorization – ACH form**

This form enables BRMI to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

### **Mortgage Authorization**

This form enables BRMI to make payments and obtain information when needed from your mortgage company. Please send this directly to the mortgage company and forward a copy of your request to BRMI.

### **Utility Authorization**

This form enables BRMI to make payments and obtain information from the utility company when needed. Please send this directly to the utility company and forward a copy of your request to BRMI.

### **Insurance Authorization**

This form requests the insurance company issue a copy of your property insurance to BRMI and that they name BRMI as “additional insured” on your policy. Please send this directly to the insurance company and forward a copy of your request to BRMI.

As your management continues, information can change. We have included several forms for your convenience, along with self-addressed envelopes.

### **Change of owner inform**

Notify BRMI of any important change when it happens – address, telephone, fax, email, etc.

### **Owner Work Request/Authorization**

This is for authorizing work requests from telephone conversations with your management team.

### **Owner Vacation Notice**

This is for notifying BRMI when you will be unavailable for more than two weeks so that BRMI is prepared in the event of an emergency.

## **BLACKBIRD REALTY AND MANAGEMENT, INC..**

Blackbird Realty and Management, Inc.. is a **Real Estate Company** operating in **Clark County, Nevada**, specializing in full-service property management and residential sales. The company has been operating since **1994**, and is actively involved in the **Las Vegas, Henderson and North Las Vegas** communities.

BRMI is an abbreviation used in lieu of the full company name, Blackbird Realty and Management, Inc., and will be used throughout the *BRMI Owner Manual*.

### **BRMI mission statement**

The mission of BRMI is to provide quality service in property management and real estate sales in the **Las Vegas, Henderson and North Las Vegas** communities, demonstrating integrity and professionalism.

### **BRMI principals**

The owners/principals of BRMI are **George and Runa Trombley**. They are the brokers of BRMI and have collectively, over **35 years** of experience in the real estate industry. **George and Runa Trombley** provide the guidance and direction of BRMI. They personally oversee all contracts, policies, and procedures, and work to educate their personnel to provide excellent service to their clients.

## **BRMI COMMUNICATION**

Communication is a key to the success in any relationship and the BRMI/Owner relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyer, sellers, and the public.

### **Company communication**

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

BRMI personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

### **BRMI website**

BRMI stays current with business technology. The website [www.lasvegasproperty.management/](http://www.lasvegasproperty.management/), has proved to be a tremendous asset. Here are a few of the benefits for clients on the BRMI website:

- Prospective tenants can search our site for available rentals and download our application.
- Tenants can access important information, such as a work order request, or send BRMI an email from the site
- Owners can obtain forms or view the BRMI monthly newsletter, **G-Gram**, online.

## General office information

<b>Blackbird Realty and Management, Inc.. General Information</b>	
<b>Address information</b>	
Mailing address	<b>P O Box 60688</b>
	<b>Las Vegas, NV 89160-0688</b>
Street address	<b>1810 E. Sahara Avenue</b>
	<b>Las Vegas, NV 89104</b>
<b>Communication</b>	
Business #	<b>702-792-8077</b>
FAX #	<b>702-792-0909</b>
Email	<b>broker@blackbirdrealty.com</b>
Website	<a href="http://www.lasvegasproperty.management/">http://www.lasvegasproperty.management/</a>
<b>Office Hours</b>	
Monday – Friday AM	<b>9:30 am – 5:00 pm</b>
Monday – Friday PM	<b>Open during lunch hour</b>
Saturday	<b>By appointment only</b>
Sunday	<b>By appointment only</b>
Holidays	<b>Closed</b>
<b>Emergencies</b>	
Call <b>702-792-8077</b> choose emergency option, 3	

## Monthly newsletter

To keep you updated on the property management industry, we routinely distribute a newsletter called the **G-Gram**, via our website or to your email. This information will enlighten you on many housing issues. Important changes or announcements concerning BRMI are also included in this publication.

## **TEAMS AND CONTACT INFORMATION**

### **BRMI staff/personnel**

We have a complete staff to assist you. What BRMI has found effective for servicing tenants is “Teamwork.” Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Management Team:** BRMI has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They focus on showing your property, processing applications, renting, managing all the many facets of tenancy, and handling the details when the tenant moves.
- **Office Team:** The office team supports all BRMI Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your management team.

<b>Team</b>	<b>Position</b>	<b>Name</b>	<b>Phone + Ext.</b>	<b>Email</b>
<b>Mgmt Team</b>	Property Manager	<b>George W Trombley</b>	<b>702-333-8311</b>	<b>broker@blackbirdrealty.com</b>
	Assistant Manager	<b>Runa Trombley</b>	<b>702-497-8383</b>	<b><a href="mailto:Emilybb8@gmail.com">Emilybb8@gmail.com</a></b>
	Assistant Manager	<b>Mark Lister</b>	<b>702-278-4781</b>	<b>rentallister@blackbirdrealty.com</b>
	Assistant Manager	<b>Gene Rush</b>	<b>702-526-2134</b>	<b>generush@blackbirdrealty.com</b>
<b>Office Team</b>	Office Manager	<b>Adalicia Nevarez</b>	<b>702-792-8077</b>	<b><a href="mailto:ada@blackbirdrealty.com">ada@blackbirdrealty.com</a></b>
	Bookkeeper	<b>Adalicia Nevarez</b>	<b>702-792-8077</b>	<b><a href="mailto:ada@blackbirdrealty.com">ada@blackbirdrealty.com</a></b>
	Admin Asst.	<b>Navyl Castro</b>	<b>702-792-8077</b>	<b><a href="mailto:reception@blackbirdrealty.com">reception@blackbirdrealty.com</a></b>
	Receptionist	<b>Navyl Castro</b>	<b>702-792-8077</b>	<b><a href="mailto:reception@blackbirdrealty.com">reception@blackbirdrealty.com</a></b>
<b>Agents</b>	Sales & Leasing	<b>Runa Trombley</b>	<b>702-497-8383</b>	<b><a href="mailto:Emilybb8@gmail.com">Emilybb8@gmail.com</a></b>
<b>Broker</b>	Broker	<b>George W Trombley</b>	<b>702-792-8077</b>	<b><a href="mailto:gwtrombley@blackbirdrealty.com">gwtrombley@blackbirdrealty.com</a></b>



## OWNER COMMUNICATION

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. BRMI needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. To assist in communicating any changes to us, we have provided the “Change of Owner Information” form with this manual that is easy to use.

### Email

BRMI encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the BRMI forms. We will enter your email address in our database.

**Special note:** When using email, we request that you put the “property address” in the subject line. With the problems of spam, worms, viruses, Trojans, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

### Owner vacation notice

BRMI respectfully requests that owners notify BRMI of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so BRMI is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. A convenient Vacation Notification Form is included with this manual.

## OWNER RESPONSIBILITIES

A successful business relationship works both ways. BRMI takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify BRMI of any ownership change or eminent owner change for the managed property.
- Supply BRMI with accurate information so BRMI can service the management account properly.
- Review statements monthly and notify BRMI of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify BRMI if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat BRMI personnel with courtesy and notify BRMI principals if there are problems with BRMI personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, BRMI requests the owner assign a third party to represent this in this capacity. [Please note that all visits to the property must be scheduled through the property management team and that 24 hours written notice is required. Nevada Revised Statutes consider unannounced visits by Owner to property they have leased to other as trespassing.](#)

## THE SCOPE OF PROPERTY MANAGEMENT

### What is included in BRMI Property Management services

We want you to know what BRMI does for you as your property management company. Therefore, BRMI has outlined details on our policies and procedures in future pages of this information. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

### What is not included in BRMI Property Management services

Because BRMI provides owners with full service, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request, and review a paragraph that was included in your Management Agreement:

*Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.*

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

## COMPANY POLICIES

It is very important in the field of Property Management, that BRMI follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers, NARPM, and the National Association of Realtors, NAR®. Additionally, we train all personnel by requiring them to read and follow the BRMI Property Management Policy and Procedures Manual and BRMI Employee Manual.

### Nevada Real Estate Division requirements

The **Nevada** Real Estate Division requires licensing for all persons conducting Property Management and Real Estate Sales in our state. BRMI requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a **Nevada** Real Estate license and property management permit.

### Code of ethics

BRMI follows the Code of Ethics outlined by both NARPM and NAR®. BRMI considers this a top priority in conducting business, and is required of all BRMI personnel.

## **Drug-free policy**

BRMI has a drug-free policy for all personnel, vendors, and tenants. BRMI incorporates this policy into BRMI rental/lease agreements, tenant, personnel, and vendor documentation.

## **Legislation**

BRMI adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts BRMI follows:

- Fair Housing (HUD) - BRMI supports and follows Fair Housing laws and guidelines; the BRMI office displays Fair Housing signage
- Equal Opportunity - BRMI is an Equal Opportunity employer; the BRMI office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1947
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- EPA – Environment Protection Agency
- Any other local or state law or ordinance or legislation that applies to a specific city

## **Lead-based paint**

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. BRMI follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and BRMI provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. BRMI then forwards the required disclosure to owners for signature.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property.

## **Mold issues**

BRMI regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and BRMI takes action if a tenant reports mold. BRMI notifies owners as soon as practical of any mold issues so BRMI and/or the property owner can take the proper steps. Owners are hereby advised to immediately repair all roof, plumbing, sewage, drainage, pool or other leaks that can cause mold, as delays can cause costly mold remediation!

## **ANSWERS REGARDING FUNDS**

When you entered into a management agreement, BRMI established an account for you and your property. BRMI recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by BRMI is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the **Nevada Real Estate Division**.

### **Banking**

BRMI holds your account in a trust banking account. BRMI accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies. BRMI requires that all accounts maintain a positive balance, so BRMI in turn requires each property owner to be responsible to fund all expenditures in advance of their becoming due. To better enable BRMI to pay expenditures as they become due, owner's accounts have a required 'minimum balance' or maintenance reserve. Owners can replenish these funds via check, electronic transfer or credit card. When an owner is unable to fund an expenditure which BRMI is required to pay, BRMI will occasionally pay using company funds and assess a \$39 negative balance fee to the owner's account.

### **Monthly statements**

All daily bookkeeping transactions are available for you to view **online** on our website. While online, you can print a statement of your choice from our site, in a variety of formats. BRMI sends printed monthly statements to owners upon request, usually on the 9<sup>th</sup> or 10<sup>th</sup> day of the month. If you have difficulty reading your monthly statement or logging into the program, please contact your management team. We are happy to assist you and answer your questions.

### **Disbursement of monthly funds**

BRMI disburses available funds to owners on the **10th** of each month. If this day falls on the weekend, BRMI issues funds on the next business day. BRMI does not disburse funds on weekends and holidays. BRMI does NOT issue owner checks unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that BRMI adhere to this schedule to ensure servicing every owner's account. Unless otherwise agreed, 'available rental funds' are all monies over the maintenance reserve of \$500 and any additional recurring monthly expenses.

BRMI distributes owner funds in two ways:

- Company check disbursed directly to the owner accompanying their monthly statement.
- ACH direct deposit – directly disbursed into an owner's bank account; BRMI mails monthly statements after disbursement. A form to start ACH is included with this information.

### **End of year procedures**

At the end of each year, BRMI is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply BRMI with the necessary Social Security/Tax ID information so the 1099 is accurate. BRMI will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another change form, please contact us.

BRMI also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the BRMI trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. BRMI does not issue statements to the owner's tax preparers.

### **Billing Rights Summary**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write to us at the physical address or email address shown on your statement as soon as possible. We must hear from you no later than 60 days after we sent you the FIRST bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

\*Your name and managed property address. \*The dollar amount of the suspected error, and  
\*Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

This is a summary of your rights under the Federal Fair Credit Billing Rights which governs all of our practices.

## **RENTING YOUR PROPERTY**

### **Preparing to rent the property**

When prospective tenants view your vacancy, BRMI wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey is completed. The BRMI management team will contact you to discuss the details of your vacant property and any necessary maintenance.

### **Setting the rent**

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are “for rent” in the same area, it can make it easier to rent the property. Markets change and BRMI advises owners on the “current rental market.”

### **How long will the property be vacant?**

This is the most commonly asked question BRMI receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, BRMI works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have “a quality tenant.”

BRMI, or any other property management company, can rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

## **ADVERTISING/MARKETING**

### **Internet/website**

BRMI has found that the Internet and the BRMI website, [www.lasvegasproperty.management](http://www.lasvegasproperty.management) receives tremendous exposure, as well as using **Multiple Listing Service (MLS)** as BRMI is a member of the Greater Las Vegas Association of REALTORS® (GLVAR). Additionally, we routinely syndicate our listings on third party sites such as Zillow, Trulia, Redfin, and a host of other sites

### **Signage**

BRMI **does not** display “For Rent” on the property due to the high volume of vandalism that occurs to vacant homes. A “For Rent” sign carries the message that the home is vacant and an easy target.

## **Showings and applications**

The BRMI property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our voice messaging system, and appointments by contacting the BRMI office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the BRMI office, at the property showings, and on the BRMI website.

## **PROCESSING TENANT APPLICATIONS**

### **Tenant screening**

Thorough screening is crucial to successful Property Management. BRMI requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

### **Cosigners**

BRMI normally does not accept cosigners. BRMI policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner on a property. If this is the case, BRMI will notify the owner, discuss the reasons, and obtain owner authorization.

### **Pets**

If an owner authorizes a pet, BRMI increases the deposit even more. BRMI does not use the term “pet deposit.” By avoiding this terminology, BRMI can use the amount of the entire security deposit when there is animal/pet damage. Although the BRMI policy is to increase the security deposit, the amount cannot exceed 3 times the periodic rent as per Nevada landlord/tenant law.

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the BRMI application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. If you do allow a pet, BRMI does not place inappropriate pets in a property.

BRMI recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, BRMI can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

## **Service animals**

**Special note:** “Service animals” for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals. A “service animal” must be handled the same way a wheel chair would be. You would not collect a deposit on a wheel chair and the service animal is no different in the eyes of the law.

However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

## **THE TENANT MOVE IN**

### **Rent and security deposits**

BRMI does not accept personal checks prior to renting the property and does not allow “payments” on security deposits – we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay in full, the first month’s rent, and a high security deposit, in certified funds. It is normally BRMI policy to require a higher security deposit than the rent. However, BRMI does not exceed the maximum-security deposit allowed by the Nevada landlord/tenant laws.

### **Rental/lease agreements**

Once BRMI receives funds, a thorough rental/lease agreement with the applicant is completed. The BRMI five-page maintenance addendum and all necessary addendums are included with this documentation.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

### **Walk-through – Video Documentation**

A vital part of the rental agreement is a detailed walk-through addendum performed with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the BRMI team completes the video and / or a walk-through inspection with the tenant before the tenant takes possession of the property.

The walk-through documents the condition of the property. When the tenant moves out of the property, another video and / or walk-through inspection is accomplished and there is a sound basis for the security deposit refund or claim. Current pricing of each video is \$35, billed to the owner’s ledger.

### **Tenant handbook**

Tenants have access to the “*BRMI Tenant Handbook*” online or are provided a copy with the lease. This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.



## **Tenant education and preparation**

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the “*BRMI Tenant Handbook*.” BRMI wants both owners and tenants well informed

# **WORKING WITH YOUR TENANTS**

## **Collecting rent**

Rents are due on the **1st** day of the month and late if not received in the BRMI office by the **3rd** of the month.

BRMI recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If BRMI receives the rent prior to issuing owner funds, BRMI does not contact the owner unless the BRMI management team determines there is an ongoing rent issue.

## **Notice to pay or quit**

If BRMI does not receive rent by the due date, BRMI prepares and the appropriate Constable delivers a 5-day notice to pay or quit, as the law allows. BRMI uses the Constable to serve notice so questions on proper service of notice does not become a factor which pursuing eviction. Once BRMI determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, BRMI will prepare and file the unlawful detainer action in Justice Court. BRMI will appear in court is needed and if necessary will engage the services of an attorney when warranted.

## **Other notices**

There are other notices that may be involved with tenants. BRMI serves notices as situations warrant, such as a notice to clean up the landscape, HOA violations, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, BRMI contacts the owner with the information to discuss the situation.

## **Tenant problems**

BRMI has years of experience handling the myriad of tenant difficulties that can occur. The BRMI policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. BRMI treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, BRMI contacts the owner, and works to find a solution for the problem.

Our company policy is to take a “what if” approach. BRMI documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what BRMI recognizes and works to prevent legal issues from arising.

## **Legal action – Eviction Protection Program**

As we all know, evictions can happen to any landlord no matter how well a tenant is screened. Circumstances change in people's lives and they are not able to pay the rent. This is especially true when people lose their job, get a divorce or have a serious injury. When a tenant cannot afford to pay the rent they also find it difficult to move, requiring the landlord to go through the costly procedure of evicting the tenant.

The current economic slowdown has created a drastic increase in the number of evictions filed in Nevada courts. With this recent increase, our attorney is now charging almost \$700 to file an uncontested eviction.

**At BRMI, we protect our landlord clients** from the high costs of an eviction. For a small monthly fee of \$9.50 per unit, this **Eviction Protection Program** will cover the cost of almost all evictions.

The eviction protection plan covers the cost of preparing the application for the 5 day notice and hiring the Constable to serve the notice. It also covers the cost of preparing the Affidavit of Compliant for the Summary Eviction and the filing fees to the court. The use of an Attorney when necessary is also cover by the plan should the tenant file for an appeal to stay the eviction in District Court after the eviction is granted in Justice Court

The eviction protection plan is not an insurance policy, it is simply a plan that covers the costs associated with the summary eviction process.

The eviction protection plan does not cover squatters that may take up residency when a home is vacant. It only covers tenants that are legally in the property with a lease that was executed by the Owner or the Owner's agent.

BRMI's current policy is to pursue every non-paying tenant in the following manner.

- Serve a 5-day pay or quit notice on all tenants who have not paid their rent by the 3<sup>rd</sup> business day of the month.
- If the rent remains unpaid and no bargain is made with the tenant that is acceptable to BRMI, then an unlawful detainer action will be filed with the appropriate court to dispossess the tenant from the property.
- Post eviction charges will be made to tenant's ledger and deducted from the security deposit. A Security Deposit Transmittal (SDT) will be prepared and sent to the tenant at the last known address. If an unpaid balance exists, and tenant does not arrange for payments in 10 days after mailing of the SDT, the account will be turned over to our collection agency.

# MAINTENANCE

## Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the BRMI policy.

First, BRMI has already started with educating the tenant by:

- Completing a detailed BRMI Rental Agreement, which includes the five-page maintenance addendum that outlines what are tenant responsibilities regarding maintenance as well as owner obligations
- Completing a walk-through documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “*BRMI Tenant Handbook*,” which provides additional instructions on the care of the property and how to report maintenance

We want the tenant to know from the beginning of their tenancy that the BRMI/landlord expectations are to “care for the property.” This approach can prevent costly maintenance.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issue and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

The BRMI management teams contact owners regarding maintenance above the \$500 minimum that is listed in the BRMI Management contract, unless the situation is an emergency.

## Emergencies/Disaster

When an emergency and/or disaster strikes, BRMI has policies in place for the property and tenants. BRMI notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by BRMI.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

## **WHEN THE TENANT VACATES**

### **Notice to vacate**

When there is a notice to vacate, the move out procedures with tenants are as critical as when BRMI moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *BRMI Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

### **Communication with owners and tenants**

BRMI notifies the owner in writing with a three-page letter giving details on how they will proceed with the tenant and re-renting the property. BRMI immediately places the property on the market to rent once the tenant vacates, unless the owner notifies BRMI to take other measures.

BRMI also responds to the tenant notice with a detailed three-page letter detailing the steps to complete a successful move. The tenant is also provided with a move out video that describes what is expected in order to a full security deposit refund. <https://youtu.be/IPRDnDq3mAo> Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

### **Tenant move out**

BRMI conducts a walk-through similar to the one performed when the tenant moved into the property. BRMI records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs and / or videos are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit.

After assessments of the tenant move out, BRMI advises owners of any tenant damages or any maintenance required to re-rent the property.

### **Security deposit refunds**

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. NRS 118A requires that the security deposit be accounted for and returned to the tenant within 30 days. Any charges to the security deposit must be supported by an invoice or estimate from a professional so licensed to perform the work needed. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

### **Collections**

If collecting damages is required, BRMI will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. BRMI management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. BRMI will supply consumer collection companies with the necessary documentation needed.

## **ADDITIONAL SERVICES**

The following are “additional services” offered by BRMI to each property owner. They are not included in the fees for managing and/or leasing the property.

### **Referrals**

Do you know someone who is looking for management services in the Las Vegas, Henderson area? If so, then notify your management team. BRMI values their client business and believes in rewarding referrals from clients. For every new account referred and signed up, we will credit one month’s management fee to your account. Please tell other property owners about us.

### **Inspections and Recommended Maintenance**

BRMI maintains properties through the use of independent contractors as part of their property management services. However, no formal inspections or maintenance is performed on a scheduled basis. We offer an inspection and minor maintenance program through a licensed inspection and maintenance company and have the home inspected 3 times per year. One each visit to the property, maintenance will be performed as detailed the Asset Inspection Brochure which is included at the end of this section.

### **Supervision of normal and extraordinary maintenance**

BRMI does not charge the property owner a fee for administering the work performed by vendors. Instead, each vendor pays a discount percentage up to 10% to BRMI for any invoice paid within 5 days of receipt.

The BRMI policy is to consult licensed contractors for bids and solutions when the cost exceeds the \$500 maintenance limit in the management agreement. Then BRMI contacts the property owner for authorization and/or decision regarding the maintenance.

### **Real Estate services**

The BRMI Sales Division is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.

## **CANCELLATION OF MANAGEMENT**

It is the goal of BRMI to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the BRMI cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

### **Written notice**

- The BRMI management contract accepts a 30 written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The BRMI policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, BRMI must receive the notice within 5 business days of the date of the notice.
- BRMI does not accept cancellation of management by email due to lack of signatures.
- BRMI does accept fax cancellations.

### **Notice to current tenants**

- BRMI will notify current tenants the date BRMI will no longer manage the property and that BRMI forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

### **Distribution of documents**

- BRMI will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the BRMI office.

### **Final distribution of funds**

- BRMI will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management, as agreed in the management contract
- BRMI will issue a 1099 for funds collected during the current tax year when the tax year ends.

## CONCLUSION

We hope you have found *BRMI Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information BRMI can provide, let us know so we can include it in the future. A reminder – do not forget to fill out the necessary BRMI forms and use the others when needed in the future. Call BRMI at any time when you need any forms.

Again, we want to thank you for your business and we look forward to a successful management relationship.



*Integrity First, Excellence in all we do*