



Landlord Handbook



This document is intended to provide our landlords with an abbreviated view of the various aspects of having a home managed at The Brown Blankfeld Group. Changes can arise out of statutory changes or simple policy changes within our company. We will attempt to notify you of any such changes. If at any time you are not certain about any of the information provided, please don't hesitate to ask your property manager.

None of these explanations or abbreviations are intended to alter the terms of the property management agreement.

The contracts and Nevada Law always takes precedence.



Policies

**WE HOLD OUR LANDLORDS TO A HIGH STANDARD SO WE CAN
HOLD OUR TENANTS TO A HIGH STANDARD!**

1. Distributions

- a. We pay owner distributions on or before the 15th of every month.
 - i. Rents sometimes don't arrive on time and ACH transfers take time to confirm
 - ii. This is not a promise to pay, but we have a strong track record of getting our distributions out by the 15th.
 - iii. We strongly encourage you to take advantage of the electronic transfer to your account (ACH). There is no additional charge to you.
 - iv. Keep your mortgage and any other bills you have to pay a month ahead so you aren't waiting for the distribution to pay this month's bills but next month's bills instead.

2. Your Account

- a. You will be given a login and password to your online account.
- b. Any reports you need will be available to you online 24/7.
- c. We will send you a monthly statement with your distribution.
- d. All invoices will be uploaded to your account.
- e. We hold \$500 as a reserve balance in your account to handle emergencies.

3. Keys & Remotes

- a. We will need to provide your tenants with 2 copies of every key and two remotes for every garage and/or gate.
- b. If need be, we will order new ones from your HOA and bill you.
- c. We keep an additional copy of the main key in our office for emergencies.

4. Landscaping and Pool Service

- a. We strongly advise that landlords pay for both landscaping service and pool service and collect rents enough to cover these expenses.
- b. The vendors must be approved by us.
- c. You don't want tenants responsible for either as condition strongly affects value.
- d. If the landscaping is minimal, we sometimes leave it to the tenants.



5. Utilities and other bills

- a. Our Utilities policies are as follows:
 - i. NLV: trash and sewer are paid by tenant along with water in tenant's name.
 - ii. Las Vegas/Clark County/Henderson: landlords pay sewer and trash.
 - iii. All consumption-based utilities are the responsibility of the tenant.
- b. Please sign up for landlords account with the utility providers. This will enable them to automatically move the account to your name should a tenant close their account. You will be responsible to maintain utilities whenever the home is not leased.
- c. We will pay any other monthly bills related to the home.
 - i. The bills have to be sent to us in a timely manner.
 - ii. We will not pay any bills that we don't have a copy of.
 - iii. Bills we typically pay for owners:
 1. HOA Dues/SIDS LIDS
 2. Property Taxes (if not paid by mortgage servicer)
 3. Insurance (if not paid by mortgage servicer)
 - iv. Invoices not presented within 90 days will not be addressed.

6. Pets

- a. More than 70% of people in Clark County have some kind of pet. You should consider accepting them subject to your approval. We have the tenants submit a pet approval form when applicable.
- b. We also collect additional deposits for Pets. (typically \$500/pet)

7. Rent Ready!

- a. Your home needs to be "Rent Ready" and that means:
 - i. No personal property to remain anywhere in or around the home.
 - ii. All appliances are fully functioning
 - iii. All home systems are working efficiently. (HVAC, Plumbing, Elec, Etc.)
 - iv. Home is professionally cleaned.
 1. Carpets and floors.
 2. Windows.
 3. Home has had thorough "Spring Cleaning"
 4. Landscaping is neat and clear of debris.
- b. Landlord is responsible for issues reported in the first 30 days of tenancy.



8. Homeowners Insurance

- a. You will need to provide us with proof of coverage and list us as “Additionally Insured” on your policy so we will be notified in case of any lapses.
- b. Confirm with your insurance agent the coverage is a “Landlords” policy.
 - i. This type of policy has less coverage for personal belongings and more coverage for liability.
- c. In addition to homeowner’s insurance, we will work with your Home Warranty to limit your liability in case of major repairs.

9. Repairs and Issues

- a. We do not charge you anything to handle repair issues. The actual invoice for the repairs will be uploaded to your account for your records.
- b. Any repairs or issues that cost less than \$500 will be approved by us. Over \$500 we will seek your approval.
- c. Our lease contains what we call a “Non-Frivolity” Clause. It means that the tenant is responsible for the first \$XX of any repairs. (see your lease for amt)
- d. When a more elaborate issue is presented, we will keep you in the communication loop throughout the process. (Mold, water damage, fire, etc)
- e. Invoices that need to be reimbursed must be presented within 90 days or they will not be addressed.
- f. All of the vendors we use will be bonded, licensed and insured. We can’t skimp here! You don’t want us to have someone doing the work that we can’t hold accountable.
- g. We don’t allow home owners to do their own work for the same reason.

10. Associations

- a. We encourage you to have all correspondences from your HOA sent to us directly. If they are sent to you and there is a delay getting the notice to us, it makes it difficult for us to hold the tenant accountable.
- b. If the association sends notice of any violations to the tenant, they must inform the management company.
- c. The tenant is responsible for any fines or fees assessed while they occupy the home.
- d. Owner is responsible for HOA fees.



11. Pest Control

- a. We recommend monthly service. The landlord is responsible while the home is un-occupied will deliver the home pest free.
- b. The tenant will then be responsible during their tenancy.
- c. The landlord will do an initial servicing and then the tenant takes it from there.

12. Check Out/Security Deposit

- a. When we check out a tenant, we will prepare two lists. One is the recommended repairs/cleaning that we feel are the tenant's responsibility and the other is the list we feel is the landlord's responsibility to bring the home back to "Rent Ready".
- b. The tenant's portion will be deducted from their deposit. The landlord's portion will be the landlord's responsibility.
- c. Nevada requires we provide the tenant with a detailed accounting within 30 days of termination of tenancy.
- d. The security deposit is kept in a separate Trust Account managed by us. It belongs to the tenant and only applicable charges may be deducted.
- e. If the tenant vacates the property and doesn't leave enough funds to cover repairs and/or back rents, we will provide support and documentation to whomever the landlord designates as a collector of the bad debt.

13. Nevada Landlord Tenant Statutes

- a. <https://www.leg.state.nv.us/NRS/NRS-118A.html>

We want all of our landlords to be happy. If you ever feel you are not getting the attention you need, please don't hesitate to contact us. We hope your experience with us will lead you to recommend us to your friends and family.

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Landlord Questionnaire

Date: _____

Property Address: _____

Owners Names: _____

Owners Email Addresses: _____

Owners Primary Phone: _____

Owners Primary Email: _____

Were you referred to us? By Whom: _____

Address you want us to send documents to: _____

Date you want to start management: _____

Existing Tenant Info: _____ **Phone:** _____
_____ **Email:** _____

Minimum Acceptable Rent: _____

Pets OK: Y/N _____ **Section 8: Y/N** _____

Mailbox # of Rental: _____

Parking Space or Garage # of Rental: _____

Gate Code of Rental: _____

Alarm Code of Rental: _____



Landlord Requirements

Property Address: _____

Owners Names: _____

Landlord Property Criteria

- ✓ Must be unfurnished
- ✓ Must be free from all personal items
- ✓ Must have clean and fresh interior
- ✓ Must have landscape in front and rear yards
- ✓ Must have window coverings
- ✓ Must have all major appliances
- ✓ Must have garage door openers with sensors
- ✓ Property must be vacated before listing for rent
- ✓ Pool, spa, trash collection, sewer fees and landscaping services will be provided by owner.

Landlord Administrative Criteria

- ✓ Need 4 door keys, 2 mailbox keys, 2 pool/Clubhouse Keys, 2 garage door remotes, 2 gate remotes
- ✓ All Alarm codes, gate codes
- ✓ Home Warranty info, Home Owners Insurance Certificate (landlord dwelling policy, naming Brown Blankfeld as additionally insured)
- ✓ C,C & R's, HOA Rules & Regulations
- ✓ Direct Deposit Information
- ✓ W-9 Completed

Pricing

- ✓ \$800.00 -Management Leasing Fee. This is the price of acquiring the tenant including the fee to the other agent.
- ✓ \$500.00-Reserve Account Balance. This will be maintained at all times for the payment of expenses/repairs/bills on behalf of the owner. If money is spent out of this account, monies will be taken out of the rent the next month to replenish with an accounting of the money. Some properties may require a larger reserve balance.
- ✓ Management Fee- 10% charge on the monthly rent starting with the first month rent. A minimum monthly fee of \$100.00. Owners with 3 or more properties go to 8% minimum \$80.00/month.
- ✓ Pricing subject to change with written notice.

Owner: _____ Date: _____
 Owner: _____ Date: _____



Lease Addendum

Property Address: _____

- **Emergencies:** Any issues with the home need to be reported to Brown, Blankfeld Property Management IMMEDIATELY! If there is any leaks, water damage etc please let us know as soon as it is discovered.
- **Access:** Tenant shall grant access to Brown Blankfeld for the purpose of periodic home inspections. Time intervals to be at Brown Blankfeld’s discretion. 24 hour notice required.
- **Carpet:** An owner is responsible for the normal wear and tear of carpet. The tenant is responsible for the cleaning of the carpet. If there is excessive wear or stains on the carpet then it will be documented and the tenant will be charged for the replacement or the cleaning of the carpet.
- **Painting:** The normal wear and tear is the owner’s responsibility. If there is excessive damage then the tenant is responsible. If there have been holes (more than nails for picture hooks) put in the walls that need patching and painting then the tenant will be charged for the repairs and/or painting.
- **Plumbing:** Any major plumbing problems that could not be the fault of the tenant the owner is responsible for. Any drain problems the tenant is responsible for.
- **Mold/Mildew:** The Owner must clean up any reported mold immediately due to the possibility of a health risk or a lawsuit. If a tenant reports mold, the property must be tested. The cause of the water damage must be detected. Homeowners insurance may not cover the damage. A letter should be sent to the tenant disclosing the finding because habitability could become an issue. The assignment of costs to be determined by the cause
- **Pest Control:** The landlord will be responsible for the initial service within the first 30 days of tenant occupancy. The tenant then becomes responsible for pest control for the balance of the lease.
- **Checkout:** The Tenant is responsible for the following items upon vacating the property. If these things are not completed, it will be taken out of the security deposit to get it back to move-in condition. Normal wear and tear on the property is expected and the tenant not responsible for.
 - ✓ Return ALL keys and remotes that were given to you at move-in.
 - ✓ Make sure that all of the utilities are paid in full till the proper date.
 - ✓ Have the carpets professionally cleaned.
 - ✓ Have windows professionally cleaned.
 - ✓ Remove ALL personal items

Tenant: _____
 Tenant: _____
 Owner: _____
 Owner: _____

Date: _____
 Date: _____
 Date: _____