

PROPERTY MANAGEMENT POLICY GUIDE

RENT and SECURITY DEPOSIT PAYMENTS

Addicted Realty is proud to offer our residents the following approved payment options:

- 1) Utilize the *Addicted Realty Tenant Portal* to pay rent, security deposits, and other charges online using a **checking or savings account**. The portal can be accessed on any device that has an internet connection. There is **no fee** for this service. Payments post to your rent account immediately, can be made 24 hrs a day/365 days per year, and can be scheduled in advance or set to process automatically each month. You must have a valid email address on file to utilize this service.
- 2) Utilize the *Addicted Realty Tenant Portal* to pay rent, security deposits, and other charges online using a **debit or credit card**. The portal can be accessed on any device that has an internet connection. There is **convenience fee** collected by the payment processing bank for this service. Addicted Realty does not charge or collect the fee.

We do not recommend using this option unless you absolutely must pay your rent with a credit card. If you have a debit card, you can process an **ACH payment** from the attached checking or savings account utilizing payment option 1 above, **free** of charge.

Payments post to your rent account immediately, can be made 24 hrs a day/365 days per year, and can be scheduled in advance or set to process automatically each month. You must have a valid email address on file to utilize this service.

- 3) Utilize the *PayNearMe* service to pay rent, security deposits, and other charges in person using **cash** at any 7-Eleven or CVS location. Hand the clerk the PaySlip (included in this packet) and the cash to be applied to your account. The PaySlip has your name and account number on it and when the clerk scans the barcode, the payment is applied instantly to your rent account with Addicted Realty. The clerk will hand you back a receipt as proof of payment showing your account balance reflecting the payment just submitted. There is **convenience fee** for using this service. The cost is similar to purchasing a money order. Payments post to your rent account immediately, can be made 24 hrs a day/365 days per year. If you lose your customized PaySlip, our office can email you a new one to print and take to 7-Eleven or CVS. You can use the same PaySlip each month as your account number doesn't change.

To ensure payments are posted to tenant accounts promptly and securely, Addicted Realty **does not** accept in-person monthly rent payments at our office location nor do we accept payments mailed via USPS, UPS, FedEx, etc. Those methods have resulted in fraud and theft.

PROPERTY MANAGEMENT POLICY GUIDE

MAINTENANCE REQUESTS

If you are experiencing an emergency, please call 911 immediately. An emergency is when someone's life or property is in eminent danger. This includes suspected gas leaks, major water leaks, and downed power lines.

Maintenance Requests are processed by the property management team during business hours, Monday through Friday, 10am to 5pm. Non-emergency requests are not processed outside of business hours or holidays. Emergency requests, such as issues pertaining to loss of HVAC - heating/cooling, water leak or flooding can be submitted via email or phone call outside of business hours by calling the After Hours Tenant Hotline at (702) 852-2186 or emailing propertymanagement@addictedrealty.com.

Maintenance Requests received by phone or email unless designated as an emergency, such as loss of HVAC - heating/cooling, water leak or flooding will not be attended to, and are required to be submitted online via the Tenant Portal.

To submit a non-emergency maintenance or repair request, please log into your *Addicted Realty Tenant Portal*. You must have a valid email address on file with us to access the *Tenant Portal*. Once we receive your email address, we will send you a *Tenant Portal Activation Email* containing instructions on creating your *Tenant Portal* account.

Once logged into your account, you can submit new maintenance requests or check on the status of an existing request. When a request is submitted, please provide as much detail as possible, as well as photos to help us describe the issue to our repair technicians. You will receive an email with the assigned technician's contact information and will be required to contact them to schedule service.

Please understand that repair work is scheduling according to the severity of the issue. Our repair technicians focus on health and safety issues first before attending to other items. We understand that every repair request is important, but we ask for your understanding with regards to scheduling, and allow our repair team to address issues in the order of severity.

If the repair request item is related to normal wear and tear or mechanical failure, the landlord will cover any repair cost not including the \$75.00 service fee per the lease agreement.

If the repair request is the result of damage caused by someone in your household (a resident or your guest) or by their negligence, failure to follow instructions, or accidental damage, the landlord will not pay for the repair and you will be billed for entire the repair cost, including the \$75.00 service fee per the lease agreement.

PROPERTY MANAGEMENT POLICY GUIDE

TENANT CONTACT INFORMATION

For your safety and security, it is imperative that our office always have a current and valid way to reach you.

Please make sure you notify our office of any change in phone number (cell, home, work) or email address.

VEHICLE INFORMATION

Please notify our office if you change vehicles. We routinely monitor our parking areas to ensure only residents are parked on our property. I

f we notice a car parked for an extended period of time that we do not have in our records, we reserve the right to have the vehicle removed form our property at the vehicle owner's expense.

Prior to towing a vehicle, we check the list of vehicles our residents have registered with us and will contact the resident prior to towing a vehicle.

If we don't have the vehicle information on file, it may get towed.

CONTINUED ON NEXT PAGE

PROPERTY MANAGEMENT POLICY GUIDE

OFFICE CONTACT INFORMATION

Our team is available via phone or email during normal business hours, Monday to Friday, from 10:00am until 5:00pm, excluding weekends and holidays. We are available on weekends by appointment only.

While we attempt to answer calls as they are received, you will be directed to our voice mail if one of our teammates is unable to answer the call. Our voice mail messages are transcribed and delivered electronically to our team, so there is no need to call repeatedly. All calls are logged and calls may be recorded for quality assurance. Please leave a clear message letting us know your name and address with unit number if applicable, and what we can do to assist you. If you are experiencing an issue or have a questions, please leave as much detail on the message as possible so we can be of better assistance when we return your call.

Our Property Management team can be reached via phone at (702) 843-6733 or via email at propertymanagement@addictedrealty.com. For emergencies such as loss of HVAC - heating/cooling, water leak or flooding, the After Hours Tenant Hotline can be reached at (702) 852-2186. Residents who abuse the after-hours emergency hotline for non-emergency items, may be found in violation of local nuisance ordnances and repeated violations could result in eviction proceedings.

Please refrain from contacting our team members on their personal cell phones.

Kindly direct all rental related questions, comments, concerns, and issues to our team office line at (702) 843-6733. This will help us ensure your issue is resolved by the most appropriate person on our team in the quickest timeframe.

Should you need to send anything to us, our mailing address is as follows:

Addicted Realty LLC
PO Box 33443
Las Vegas, NV 89133

Our physical office is located at the address below:

Addicted Realty LLC
701 E. Bridger Ave. Suite 120
Las Vegas, NV 89101

We look forward to working with you. If you have any questions, please do not hesitate to contact us! Welcome home!!

THANK YOU