New Tenant Procedures

Updated 11/16/2026

Received Date///

Thank you for viewing a property with Sun Bear Realty.

Please make sure the property works for you prior to filling out the application. Make sure you can park your number of cars, allows the number of applicants, has furniture or not, starts and ends when you need it to and allows pets if you have them.

Applications – Everyone over 18 and their co-signer (if applicable) must fill out a separate application. Each application is $30-40 and is non-refundable. We do not accept more than 3 unrelated applicants per property unless they are cosigners). We process our applications through a 3rd party company. We do not refund application fees once we have processed the verifications.

We may receive multiple applicants for each property. We understand the frustration in this tight market but cannot avoid this situation. It is each applicant's responsibility to follow up with his or her application and co-signers application. We will not hold a property for anyone. The only time you are guaranteed a property is if you have received a copy of the lease signed by all parties including Sun Bear Realty. We approve applications as first completed good applicant or best applicant if there are multiple applications.

Pet Applications – All animals apps must be submitted on: sunbearrealtyandmanagement.petscreening.com Each pet costs $20. Support / Service animals are free

ID – All applicants must submit IDs during the application process.

Viewings - You or a representative of your group must view the property. One person will need to show ID. If viewed while the property is still occupied, we can guarantee that the property and carpets will be cleaned, and the chimney will be inspected (cleaned if necessary). We do not guarantee that all spots or stains will be removed from the carpet or that the paint will be new. Some properties are very old and have some existing issues. Some items in the home may not be repaired or guaranteed. If you have any questions about repairs, please speak to the Property Manager. Please also note that some or all of the furnishings may belong to the tenant and may or may not be left.

Income – You must be able to produce proof of income of 2.5x the rent to qualify for a rental. If you don't have consistent income, you must supply proof of funds 2.5x the rent for the term of the lease. Ex: $1000 lease for 12 months would show $1000x2.5x12 months = $30,000 in a savings account. If you cannot, we do accept co-signers. They must be able to produce proof of income. Proof of income includes contact on app for employer or the most recent paycheck stub, 3 months of bank statements showing income, W9s and/or 1099s. We do not use the Work Number verification system. If this is the case another form of verification would be needed other than an employer call. Cosigners do have to show income to cover their mortgages or rent by 2.5x plus the portion of your rent by 2.5x. Co-Signers will sign the lease and be equally responsible.

Deposit & Initial Rent Payment – With a good application the deposit will be 1.5x the rent. Anything less than good may require 2-3x the rent.

- **If you pay prior to 10 business days of your move in:**
  - We will accept check, money order or cashier's check for both. Rent can be paid on the tenant portal by scrolling down on the payment page and typing in the amount. The rent and deposit must be separate. DO NOT pay on the portal if you are moving in within 10 days. We cannot refund and you will not be able to move in for 10 business days or until the funds clear.
- **If you pay within 10 business days of your move in:**
  - We will accept a money order or cashier's check for your deposit. Your first rent and all future rents will be paid on the portal by eCheck or physically by a Walmart/7-11 voucher. The rent and deposit must be separate.

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Your lease is not secured until all parties have signed. Your deposit is due upon your party signing the lease and prior to us finalizing the lease. If you are not ready to finalize your lease, **DO NOT SIGN IT.** The lease is a legal and binding agreement. Also note, if the lease isn't completed by all parties, it can be rented to another group without notice.

Utilities – Once you have a signed lease, we will send you instructions for utilities.
You can verify the monthly averages for the property by calling the below companies. You simply have to share the address.

- **NV Energy – Electric - (775) 834-4444 (English) / (775) 834-4700 (Spanish)**
  - https://www.nvenergy.com
- **SW Gas – Gas - 877-860-6020 – If the property has gas.**
  - https://myaccount.swgas.com
- If you are responsible for water, sewer and trash, you will be given the instructions during the onboarding process. We charge IVGID based on the service dates.

Mail Delivery – Incline is considered rural. You will most likely NOT have delivery to your property. You will have to go to the post office with your lease and verify this. You may be eligible for a free PO box or cluster box. If you are not, you will have to rent a P.O. Box.

Tenant Portal

- Your lease will be sent on your tenant portal. You will receive an invite by email to sign and set up the portal. You will pay your rent, submit your move in checklist and work orders and sign renewals through the portal. Every tenant must have an individual email and an active portal.
- Set up an eCheck for a nominal fee. Debit or Credit Cards payments will charge a large fee. You also have an option of paying by cash through a Walmart / 7-11 Voucher. Ask the office for the voucher.

Move In Checklist

- It is the tenant's responsibility to return the Move In Checklist within 10 days of lease start date. You will submit a work order on the portal and attach the pages. You can submit pictures. Contact the office for link to upload pictures to your account. We do not accept emails with pictures; they will be discarded. If nothing is submitted all is assumed in good condition.

Moving Out

- 30-60 days prior to your lease end date we will start contacting the owners to ask if they want to renew. We will then contact you by text or email with an offer for renewal or a courtesy notice that the lease is ending. You will then be given only a few days to decide if you are staying. Often renewals will include a rent increase.
- Please note that we DO NOT collect last month's rent. You will have to pay that at your last month. You cannot use your deposit for your last month's rent.
- If for any reason you are leaving, we may start to show the property. You will be texted 24-hour notice, for the showings. We will accompany the future tenants. You do not have to be there. Properties that look good rent faster. To decrease the number of showings and inconvenience, please make your place presentable.
- 30 Days prior to the end of your lease, if you are leaving or if you have not finalized your renewal, you will receive a courtesy 30-days notice. This will give you the requirements for a smooth move out.
- Please note that we process move outs for multiple properties. Most refunds are send by mail 30 days from the lease end date. Please plan accordingly.

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