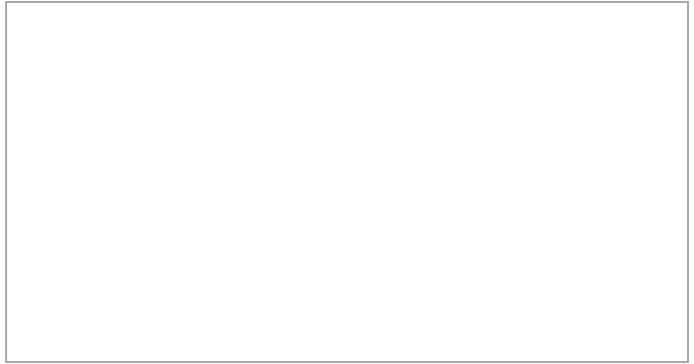




New Tenant Procedures

Updated 10/25/19

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 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 for any reason.

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 cosigners 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 pets and support animals must apply on:

<https://www.petscreening.com/referral/1PHr8c2Ov8yP>

Each pet costs \$20. Support animals are free but must still apply on the site.

ID - Once approved all tenants must submit a copy of his or her driver's license, state issued ID or passport. This includes co-signers. We must receive all Tenant IDs prior to getting your keys.

Viewings - You or a representative of your group must view the property. If viewed while the property is still occupied, we can guarantee that the property and carpets will be cleaned, the chimney will be inspected (cleaned if necessary) and the property will be rekeyed. 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.

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 $\$1000 \times 2.5 \times 12 \text{ months} = \$30,000$ 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, 3 months of bank statements showing income, W9s and/or 1099s. Many employers, including Northstar and the Hyatt, use the Work Number verification system. We do not. If this is the case another form of verification would be needed other than an employer call.

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. The rent and deposit must be separate.

❖ **If you pay within 10 business days of your move in:**

- We will accept a money order or cashier's check for your deposit. We will accept a money order, cashier's check or personal check for your rent. Rent can be paid on the tenant portal. The rent and deposit must be separate. All future rents must be made on the tenant portal or by 7-11 voucher.

Your lease is not secured until all parties have signed. We generally sign the lease after we have received an initial \$500 payment of your total. However, once you have signed the lease, we can sign it and finalize it. If you are not ready to finalize your lease, **DO NOT SIGN IT.** Also note, if it isn't completed by all parties, it can be rented to another group without notice. All deposit and rents due must be paid before you receive the keys.

Utilities - Tenants must show a confirmation that the utilities are in their name prior to getting the keys. The address to the property is on your lease. If the utility company websites cannot find the correct address, please call them.

❖ **NV Energy – Electric - (775) 834-4444 (English) / (775) 834-4700 (Spanish)**

- <https://www.nvenergy.com>

❖ **SW Gas – Gas - 877-860-6020**

- <https://myaccount.swgas.com>

Tenant Portal

- ❖ Once you sign your lease and give deposit you are put into the system and an email is automatically sent inviting you to the tenant portal. You will pay your rent here and can put in work orders through the portal. If you did not get an email within 2 business day of signing your lease, please contact us immediately.
- ❖ Set up an eCheck for free rent payment. Debit or Credit Cards payments will charge a large fee.
- ❖ You also have an option of paying by cash through a 7-11 voucher. The voucher can be emailed or picked up in our office. Call for more details.

Move In Checklist

- ❖ It is the tenant's responsibility to return the Move In Checklist within 10 days. Pictures may also be submitted on a **flash drive, CD or DVD** with the Checklist. Do not email pictures. If nothing is submitted all is assumed in good condition. We urge you to fill out the checklist. It makes move outs much smoother.

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 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.
- ❖ 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.