



New Tenant Procedures

Updated 09/23/2022

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 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 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 pet and support animal owners must apply on:

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

There is a fee per pet. 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 by text. We will send a text asking for a copy of the front of your ID and you can respond with a pic. This includes co-signers. We must receive all Tenant IDs, to each person's separate account 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. 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 $\$1000 \times 2.5 \times 12 \text{ months} = \$30,000$ 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 or the most recent paycheck stub, 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. 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.

Move In Date & Time – Tenants must pick up their move in packets including keys and codes, on or after their move in date, daily except holidays, 9am -4pm. ***There is NOT an option to pick up the keys outside of this time.*** If you are delayed, you will have access to the property the next business day. This will not affect your lease commencement date or rents due. Only tenants can pick up the package.

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. eCheck is free. The rent and deposit must be separate.

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 cannot pay your deposit in full, immediately, please let us know. Payment options are available. However, once you have signed the lease, we can sign it and finalize it, with or without payment. If you are not ready to finalize your lease, **DO NOT SIGN IT.** If you do not agree to terms in the 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. 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. We can help but are limited by the companies.

- ❖ **NV Energy – Electric - (775) 834-4444 (English) / (775) 834-4700 (Spanish) – nvenergy.com**
- ❖ **SW Gas – Gas - 877-860-6020 – If the property has gas. – swgas.com**
- ❖ If you are responsible for water, sewer and trash, Sun Bear will set it up with the address provided. It is the tenant's responsibility to make sure he/she is getting the bill. If you are not getting it within 30-60 days, please contact our office. You are responsible for the bill from your move in date. We prorate IVGID based on the service dates not usage dates.

Tenant Portal

- ❖ Once you sign your lease you are put into the system and an email or text is automatically sent inviting you to the tenant 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 free rent payment. 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. To do this, ONE tenant will submit a work order on the portal and attach the pages. Do not upload pictures here. Contact the office for a picture link to your file. If you do not submit pics to the file within 10 business days, they cannot be used for the move out. Sun Bear Pictures are given preference. 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.
- ❖ 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.