

215 W. BROADWAY SUITE 7,
OFFICE
HOBBS, NM 88240

TENANT

HANDBOOK



A professional headshot of Alex Henderson, a woman with long, wavy brown hair, smiling at the camera. She is wearing a black top and a chunky, multi-strand necklace with gold and silver tones. The background is a solid dark blue.

Alex Henderson
Property Manager

THANK
YOU

Thank you for renting through Nexus Property Management. It is our pleasure to welcome you as our tenant. Our aim, on behalf of the property owner, is to provide you with top quality property management service. In return, we look forward to your being a responsible tenant who pays the rent on time, takes care of the property, and enjoys the property you have rented.

We would like to take this opportunity to familiarize you with some of the items you'll encounter while living in and taking care of your new rental. We believe that if you are familiar with this information and these responsibilities, most misunderstandings will be avoided and a better relationship will be established between us. Please keep this handbook with your lease agreement. Your lease agreement should also be read thoroughly for clarification of the following information. We will be happy to answer any questions you may have at any time. You can reach us by phone at (575) 631-1061.

Move in Checklist



Security Deposit

After your application has been approved and your lease is signed we will need you security deposit paid by cashier's check, money order, personal check, cash, or on-line payment. All payments should be made out to **"Nexus Property Management"**



First Month's Rent & Pet Fees

Your first month's rent and non-refundable pet fee(s) (if applicable) must all be paid by a money order, cashier's check, personal check, cash, or on-line payment. Your security deposit must be in a separate payment - all other funds may be combined into one payment. **All payments should be made out to "Nexus Property Management"**



Pro-Rated Rent

If your move-in date is on a day other than the first day of the month, your first month's rent payment will be pro-rated. If your move-in date is **after the 25th** day of the month, your first month's rent payment will be the pro-rated amount PLUS the next month's rent.



Moving In

As your move in date approaches, please contact our office to schedule picking up your keys. We do **NOT** do move-ins on weekends or holidays. We can do move-ins after hours as long as it is scheduled a week in advance.



Paying your rent

Your rent can be paid online, through the tenant portal, or in person by cashier's check, money order, personal check, or cash on the first of each month. If you pay your rent online you can either set up automatic recurring payments or initiate payment each month yourself. Please make sure that funds are available in your account before initiating your rent payment. Weekends and holidays **are not** exemptions to the rent payment deadlines. Please plan accordingly.

Move in Checklist

Cont.



Utilites

If utilities are not included in your lease, **they must be in your name.** Please have the change over completed before the date of your move-in. Any utilities or services not in your name are subject to be discontinued without notice. Utility numbers in the Tenant Handbook are provided as a courtesy. If any numbers are incorrect please let us know so we may update out list.



Renters Insurance

We do require that you **obtain a renter's insurance policy.** Property owners generally carry a standard fire and liability policy, but these policies normally do not cover the contents or possessions of the resident. We do have an option for a policy that will cover your liability. We can add this to your monthly charges if you want to use this.



Maintenance & Repairs

While we strive to ensure all our properties are in excellent condition, occasionally maintenance or repair issues will arise while moving into or occupying your new residence. You can submit maintenance or repair requests through the tenant portal on our website - renthobbs.com.

For circumstances that are **urgent please call us at (575) 631-1061** if we are not immediately available please leave a **voicemail**. We will do our best to promptly address any issues.



Resident Benefit Package

We also offer a resident benefit package at an additional \$20 per month and is available to anyone who rents from us. This includes positive credit reporting, on-time payment rewards, quarterly filter installation, 1 free lockout, and 1 waived late fee. If you would like to **enroll** please notify our office.



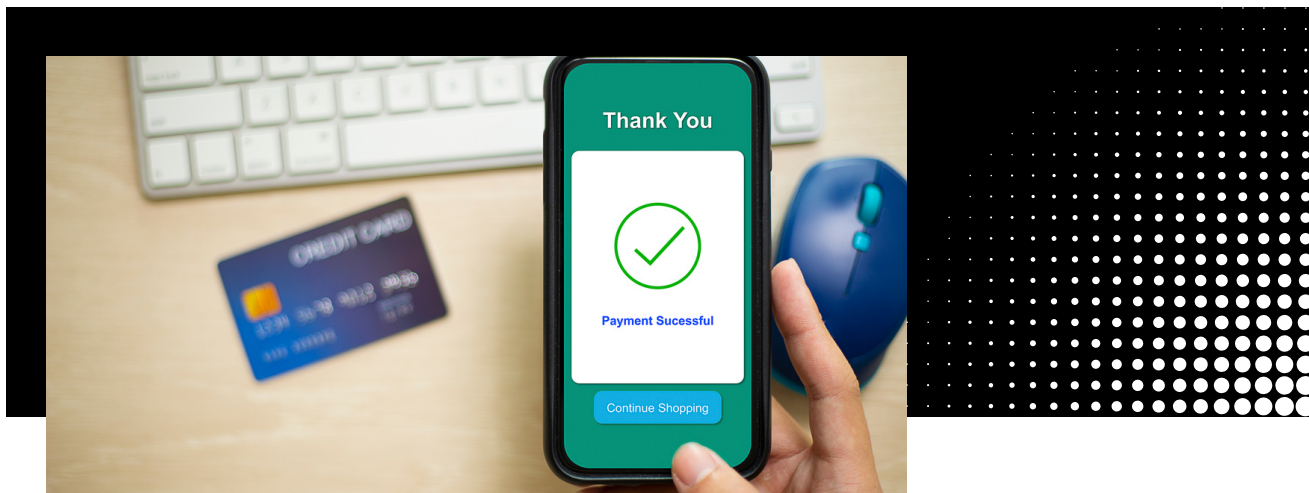
Renters Insurance

We require you to obtain renter's insurance to cover you and your personal property in the event of an emergency or disaster. If your possessions are stolen during a break-in or damaged by a fire or severe weather, a renter's insurance policy can allow you to recover their value. If someone is injured during an accident in your home, renter's insurance can help protect you in a liability lawsuit. The property owner's insurance covers their physical property, but because it is not an owner-occupied unit, their insurance policy will not cover you or your personal property. You are responsible for obtaining renter's insurance to protect you and your personal property. The cost is minimal (most policies are less than a dollar a day) compared to the peace of mind you'll have knowing that you and your belongings are covered.

Property Inspections

Upon move-in and move-out, a property inspection is preformed. A detailed report with accompanying photos is used to document the condition of the property to protect both the tenants and property owners. Property inspections are also performed at random to check for any maintenance or repair issues that need to be addressed for the tenant and to update the owner on the condition of their property.





Rent Payment Policy

Rent payments are due on the first (1st) of each month. Payments may be made to Nexus Property Management through either the tenant portal, on our website at renthobbs.com, or by cashier's check, money order, personal check, or cash at our office. On-line payments can be set up as recurring payments that will be automatically withdrawn from your account or you can initiate the on-line payment yourself each month. If you initiate a rent payment (either on-line or in-person) and the funds are not available, a fee of \$35.00 will be charged. If a personal check has been returned for any reason, Nexus Property Management reserves the right to insist that future payments be made by cashier's check, cash, or money order only. We reserve the right to refuse third party checks. Post-dated checks are never accepted. A late fee of 10% of the rent amount will be assessed for any rent payments made after the fifth (5th) of the month. We reserve the right to report to the local credit bureau of any unpaid charges, skips, and evictions. Please see your lease for specific details as some of the above charges may vary by property

Occupancy & Roommates

If you are renting a property with any other person both parties on the lease are responsible for monthly rent. If you desire to have additional persons living on the premises you should contact your us first. A separate application is required for each adult, 18 years of age or older, intending to occupy the premises. Any new applicant must undergo a background and credit check and be qualified just as you were. If an occupant vacates the premises during the term of the lease, they and/or any remaining tenants should immediately notify our office in writing of this change. This could affect how the security deposit is held or later how it is disbursed. Any persons occupying the property without approval will be considered a material default of your lease agreement and may result in eviction.



Security Deposit

Your security damage deposit is made by you to indicate good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be billed for the balance. Your security damage deposit is not to be used for the last month's rent. If there is no intention to impose a claim on your security it will be returned to you within thirty (30) days from the end of your lease and vacating of the premises. The premises must be returned in the same condition as it was rented. In the event that damage was caused to the property, its contents, appliances or landscaping or if your deposit was not sufficient to cover the cost of cleaning and repairing the property, you will be notified of the claim within thirty (30) days.

Pets

Keeping pets on the premises is not a right, it is a privilege. Pets are permitted only on certain premises with prior approval of the owner/landlord. If you desire to have a pet, you should contact our office first and pay the required non-refundable pet fee before bringing the pet onto the property. Having a pet on the premises without permission could be grounds for termination of your lease.





Inclement Weather

- Walk around the yard and note if there are any loose shingles, fence posts, gutters, shutters, window screens, hanging tree branches that need to be trimmed, etc
- Secure any loose objects in the yard, i.e. patio furniture, bikes and other toys, planters, flags, etc.
- Make sure all windows and doors are securely closed. This also includes garage doors, shed doors, and gates if applicable. High winds plus heavy rain can equal unexpected water damage.
- Review your renter's insurance policy and make updates as needed. Have insurance company contact information, policy information, and your property inventory list with photos in a secure location. Make sure you collect and secure any other important documents as well.
- **In the event of a freeze, leave faucets dripping to reduce the risk of frozen pipes. Disconnect garden hoses from outside faucets.**
- Please remember that severe weather may increase the maintenance/repair queue and it may take additional time to send someone out to address your issue. Please limit requests during inclement weather to serious safety issues and necessary emergency repairs to help with this.
- Please also keep in mind that the management office may be forced to close in the event of inclement weather and we may not be able to send someone out during the storm. We will do our best to take care of any outstanding issues as soon as they can safely be addressed.



Early Termination of Lease

In the event you require early termination of your lease, we will assist in finding a new tenant. You may be charged the full rent until the property has been rerented and/or additional fees to cover advertising costs involved in marketing the property. We also offer a lease buy-out option - **please request more information from our office.** All terms and conditions of your lease during this period will still apply. Please read your lease for additional information.

Additional Notes

Please note that tenants are not permitted to access, enter, or store any items in any crawl spaces, attics, or any locked areas on the premises without prior written permission from the owner.



Tenant Maintenance

NORMAL INSECT CONTROL

Tenants are required to do normal insect maintenance. When storing pesticides, exercise caution for the safety of children and animals at all times. For indoor insects, such as fleas, ants, spiders, etc: Insect foggers are the most reliable solution and can be purchased at most grocery or garden stores. To use: follow the product instructions, cover all food and dishes, and vacate the property (including pets) for at least four hours. For outdoor insects, such as ants, fleas, grasshoppers, etc: Purchase granulated or liquid insect products at any garden supply store. Following the product directions apply around the perimeter of the house and fence. For spiders, use liquid pre-mixed insecticide. Purchase bait for snails, sow bugs, slugs, and similar pests at garden supply stores. Follow the directions on the package for proper application. If the insect problem persists, please enter a maintenance request through our website's tenant portal.



If you have ordinary mice, you can purchase several common controls such as repellent, bait, and traps at grocery or garden supply stores. It is important to treat this issue early as rodents can breed rapidly. If you see rats or large rodents, please enter a maintenance request.

RODENT CONTROL

LANDSCAPE

Where indicated on your rental contract, maintain exterior fertilizing, and landscape by mowing, trimming, weeding, and watering. If you have sprinklers or an irrigation system that is not working, please submit a maintenance request. Pick up all pet droppings on the property, even if you do not have pets. If you have pets, please keep them from causing damage. This includes digging holes and/or tearing up grass in the yard.



Tenant Maintenance



TENANT REQUIRED REPLACEMENT

Tenants are required to perform minor routine maintenance. This includes, but is not limited to the following: Replacement of burned-out light bulbs with the correct type/size. Please do not use light bulbs in excess of 60 Watts. Vanity light bulbs should match the original bulbs in shape, color, and wattage. Replacement and/or cleaning of furnace and air conditioning filters. Replace with the correct type/size at least every three months. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow. Replacement of smoke alarm batteries. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working properly, try replacing the batteries. If new batteries still do not work, enter a maintenance request through the online portal on our website immediately. You should test smoke alarms every thirty (30) days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working. Do not disconnect or remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.



Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy and when moving at their own expense. Keep floors vacuumed. Immediately clean up spills to prevent stains and damage. Do not use wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate; do not use home floor cleaning machines.

CARPETS & FLOORING

Tenant Maintenance

WINDOWS & FURNISHINGS

Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy and when moving at their own expense. Check curtains before washing to see if they are washable, if not, dry clean curtains. Wipe all blinds with soft dry cloth or with products designed for the blinds. Close windows against weather elements when appropriate to avoid damage to interior. Close doors and windows when leaving the residence.



In kitchens, clean up food crumbs and spills quickly to discourage pests. Clean oven and stove hood vents regularly to avoid potential grease fires. Refrigerator coils should be vacuumed and cleaned regularly to help the unit run more efficiently and avoid unnecessary repairs. In the event of clogged garbage disposal, only liquid drain cleaner which is recommended for use on garbage disposals may be used. Do not leave the oven on and unattended when leaving the house at any time. Do not allow grease build-up - this can cause fires. Do not leave the oven on high heat for longer than 3 hours. For self-cleaning ovens, follow the cleaning directions, usually located on the top of the stove/oven. For regular ovens that are not continuous or self-cleaning, use a commercial oven cleaner, such as "Easy Off", and follow product directions. Prevent mildew and mold from accumulating in bathrooms. If mildew and mold appear, use a product such as X-14 or Tilex to remove them immediately. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan or window while taking showers and for a reasonable time afterward to ventilate the remaining steam. Keep your drains free of grease, lint, sanitary products, foreign objects (ex. toys, tools, paint etc...), and food, which can clog them if they are not flushed out occasionally with a good chemical drain cleaner. The owner will pay only for stoppages that are caused by faulty construction, such as mortar or stones in the sewer, or by tree roots.

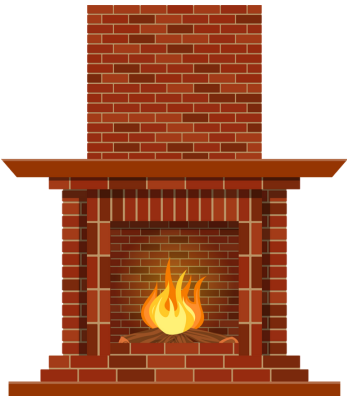
GENERAL CLEANING & MAINTENANCE



Tenant Maintenance

WOOD BURNING FIREPLACES

Always be sure to open the damper before starting any fire. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Instead, use woods such as oak, almond, walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet. Check to see if the fireplace coals are cold before removing them from the fireplace. Never store hot or warm coals in a combustible container (garbage can, paper bag, etc.), or near combustible products. Never store the coals in the garage or against the house.



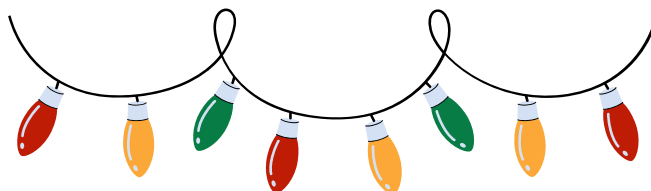
Properly dispose of toxic waste such as oil, antifreeze, batteries, and solvents. Place garbage in the proper receptacles provided and in accordance with city and/or county rules.

TOXIC WASTE DISPOSAL



Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights. Only use lights and decorations during holiday seasons; remove them immediately when the season ends.

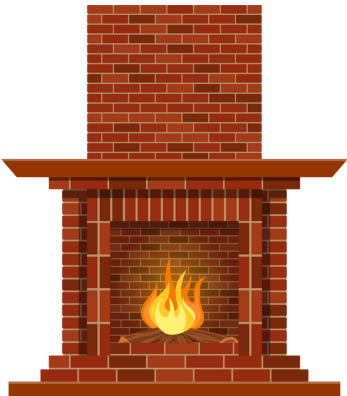
CHRISTMAS TREES, HOLIDAY DECORATIONS & LIGHTS



Tenant Maintenance

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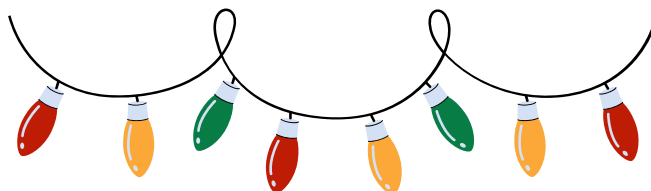
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CHRISTMAS TREES, HOLIDAY DECORATIONS & LIGHTS



MAINTENANCE REPAIR REQUESTS

All maintenance and repair requests are handled through the tenant portal on our website: renthobbs.com It is the responsibility of all tenants to report all maintenance and repairs needed. Please be sure to report the following to avoid incurring financial damages and/or loss of your security deposit:



- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in the property
- Any sign of mold on the property
- All toilet and faucet leaks and any plumbing backups
- Any loose, missing, or failing grout and/or caulking around tubs, showers, sinks, etc.
- Roof leaks
- Broken windows and doors
- Fences/gates in need of repair
- Malfunctioning sprinklers
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- Any other necessary repairs or unsafe conditions

If your maintenance or repair request is a non-emergency, your on-line work request will be addressed as quick as possible. Tenant does not have to be present for maintenance but if there is a person present they must be over 18. Tenants are responsible for normal minor maintenance (expenditures under \$50) such as light bulb replacements, smoke alarm batteries, HVAC filter replacements, etc. Entering maintenance/repair requests for these types of items may result in an additional service charge to tenant. Repair charges may also apply if it is determined that tenants are responsible for damage to property.

Please keep in mind that not every problem can be solved immediately. You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Example One: If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items - i.e. food, medicines, etc. - from spoiling. The owner's liability insurance will not cover your loss. Call the office immediately, but do not assume that a service call will be made within a few hours. It may take longer to have the appliance repaired or replaced.

Example Two: If you have a flood resulting from an air conditioner drain, water pipe leak, or sewer line backup - it is your responsibility take reasonable steps to keep the problem from getting worse: turn off the AC system, shut off the water, don't continue putting water and waste into the sewer, etc. Also, do what you can to protect your personal property from damage. The owner's liability insurance will not cover your loss.

If you continue to have issues with the same item after a repair has taken place, please call our office and let us know that you had a recent repair but there is still a problem. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

COMMON MAINTENANCE SOLUTIONS

To aid you in resolving common tenant issues and avoiding waiting for a service call, below are a few of the most common issues and their fixes:



- If the **electricity in part of the house doesn't work**: Reset the GFCI outlet if applicable. These are usually located in the garage, patio, kitchen, or bathroom. If this doesn't work, check the circuit breaker box for a tripped breaker. Make sure you check ALL circuit breakers. A tripped circuit breaker is often difficult to see and it could appear that it is not tripped. Therefore, you must turn the breaker all the way off and then turn the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not "reset" itself to correct the problem.
- If the **circuit breakers continually keep going off**: Check all appliances to see if too many appliances are running on the same circuit and causing an overload.



- If your **garbage disposal is not working**: Your garbage disposal may need to be reset. This may happen if too much food is put down the drain at once without enough running water. The reset button is generally on the side or the bottom of the unit.
- If a **drain is not draining**: You can try a liquid drain cleaner which will clean the gunk out of the drain line. If this does not clear the drain, you can also try fishing a piece of wire into the drain to manually clear the clog.



- If the **smoke alarm does not work**: First, check the batteries. Tenants are responsible for the replacement of batteries. You should test your smoke alarms every thirty (30) days. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working and replacing the battery doesn't solve the issue, please call the property management office to place a work order or submit a work order through your tenant's online portal. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. **NEVER disconnect or remove a smoke alarm.**

MOVE OUT EXPECTATIONS



Cleaning

Clean the interior and exterior of the property thoroughly. This includes cleaning vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, stove pans, sinks, toilets, bath tubs, showers, vanities, light fixtures, ceiling fan blades, fireplaces, removal of cobwebs inside and out, etc. In general, the property is to be left in the same clean and well-maintained condition as when you rented it. You are responsible for any above normal wear.



Replacements

Tenants are responsible for replacing light bulbs, HVAC and water filters, and smoke detector batteries. These items must be IN PLACE AND WORKING to avoid charges. Please change the HVAC filter(s) just before vacating the property.



Carpet Cleaning

Carpets must be professionally steam cleaned at move out. Only professional steam cleaning is accepted. The carpet cleaning company must guarantee their work to the satisfaction of Landlord and/or Landlord's Agent and a receipt is required prior to your move-out inspection. MVMT Property Management will not reimburse for any carpet cleaning contracted by tenants. If tenants do not coordinate professional steam cleaning of carpets, the cost of the carpet cleaning will be deducted from the security deposit.



Landscape

The property is to be neatly mowed, trimmed, pruned, weeded, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease. Pick up and dispose of any animal droppings.



Trash

If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.



Painting

We request that you do not spackle, putty, or touch up paint unless sure the paint will match. Charges can be incurred if unnecessary painting is required due to tenant painting. Charges for painting depend on whether it exceeds normal wear and tear and the length of time in the property.



Smoking

All of our properties are smoke free residences so smoking is NOT permitted inside the premises by tenants, guests or invitees. Tenant understands that smoking inside the premises shall be considered a material default under this lease agreement and that smoke related damage shall not be considered ordinary wear and tear.



Move-Out Inspection

Move out inspection will be performed only after all tenants have vacated the property and removed all belongings from the premises. When you are ready to move, the following will be required to avoid claims against your security deposit. Move-Out Expectations.



Notice of Tenancy Change for

(Street Address)

Date of Notice: _____

I hereby notify Nexus Property Management

that:

- ☐ I would like to renew my lease for another year. Please send me an updated lease renewal.
- ☐ I would like to extend my lease on a month to month basis. I understand that this can increase my rent.
- ☐ I will be vacating the premises on _____ at the termination of my lease agreement.
- ☐ I will be vacating the premises on _____. This is an early termination of my lease. I understand that additional fees will be applied.

MVMT Property Management is dedicated to providing the best service to our tenants. If vacating the property, may we ask what is/are the driving reason(s) behind your move?

- ☐ Relocation for job ☐ Relocation for other ☐
- ☐ Looking for larger property ☐ Looking for better amenities ☐
- ☐ Other _____

Please remember that at least 30 days notice must be given to terminate annual leases. Annual leases that have been changed or have defaulted to month to month require notice to be given at least 30 days prior to the end of any monthly period. If notice of tenancy change is not submitted, lease will automatically default to month to month with the increase in rent as described above. Failure to give proper notice before vacating will result in additional rent and fees being charged. Please see your lease for specific details.

Tenant



Your signature below acknowledges your receipt of the Nexus Property Management Tenant Handbook and your responsibilities to become familiar with its contents, as well as the contents of your lease agreement. Should any questions arise regarding this information, please contact Nexus Property Management by phone at (575) 631-1061.

Tenant Date

Tenant Date

**Information and forms in the Tenant Handbook are subject to change and Nexus Property Management will make every effort to inform you of such changes.*