Resident Handbook



CUNNINGHAM GROUP

REAL ESTATE INVESTMENT ADVISORS

RE/MAX ADVANTAGE

CUNNINGHAM GROUP RESIDENT HANDBOOK

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Cunningham Group Welcomes You

Cunningham Group welcomes you as a new resident. CGroup is an abbreviation used in lieu of the full company name and it is used throughout this Resident Handbook.

To achieve a successful resident/management relationship, we prepared the CGroup Resident Handbook to assist you with your tenancy. We recommend that you keep your Handbook in a convenient location so that you can refer to it easily. You will find maintenance guidelines, rent payment instructions, general information, safety tips, vacation guidelines, emergency instructions, and more. Cunningham Group wants you to be prepared throughout your tenancy. Therefore, we want to provide important information that you may need in the future.

The owner of the property has retained Cunningham Group as their Property Management Company and representative to manage the property you are renting. Hence, you need to contact CGroup whenever you need assistance that relates to the property. All of the information you will need to contact CGroup and maintain your property is found throughout this Handbook.

If you have questions or concerns on any of the information contained in this documentation, please contact our office at any time. Cunningham Group is here to help you.

We wish you a successful and enjoyable tenancy in your new residence!

General Information

OFFICE ADDRESS	Cunningham Group
	10075 S. Eastern Ave #103
	Henderson, NV 89052
OFFICE HOURS	Monday – Friday
	8:30 a.m. – 5:00 p.m.
	Closed on weekends and holidays
CONTACT INFO	Phone: (702) 895-7777
	Email: help@cgvegas.com
	Emergency: (702) 895-7777
WEBSITE	www.cgvegas.com
RESIDENT PORTAL	residents.cgvegas.com

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Resident Communication

Communication makes a difference in any area of life, and letting CGroup know what you need by engaging in active communication can only enhance your tenancy.

Although we are equipped to handle your phone calls during regular office hours, it is important to know that **email or live chat communication are strongly preferred.** You will receive the quickest and most effective response by utilizing these methods of contact. If you still need access to your Resident Portal, please email **help@cgvegas.com** so we can activate your Resident Portal immediately. If it has already been activated, you may access your resident portal at **cgvegas.com/residents**.

ONLINE WEBSITE

You can access our **LIVE CHAT SYSTEM** at any page on our website (**cgvegas.com**). Just click on the lower right corner of the page to reach a chat representative. The Resident Portal (**www.cgvegas.com/residents**) is also a valuable resource for residents. You can pay rent online, request maintenance service with our online form, and explore the **Frequently Asked Questions** (FAQ) section. You can also send emails to CGroup directly from the website by utilizing the form on our **Contact** page.

EMAIL SUPPORT

We request that you send your email address to **help@cgvegas.com** so it can be added to our resident database. This enables our management team to contact you quickly and efficiently, and to send you important information when needed. You may also send your written vacate notice as an email. Please note that for your vacate notice to be considered valid, you must receive CGroup's confirmation in writing that the notice was received.

TELEPHONE CALLS DURING OFFICE HOURS

During office hours (listed on Page 3), there is normally a live person available to answer your call. Please state the reason for your call so that someone can assist you or direct your call to the right party. Again, email and chat are the most effective means of communication.

WORK ORDERS

If you have an active water leak, no air conditioning or heat, or no hot water, then your situation is classified as an **Emergency Work Order**. You should contact our office immediately at (702) 895-7777 to be directed to the appropriate line. If your issue is not included in any of the above work order emergency categories, then you will receive a response within the next business day. We value your patience and cooperation.

AFTER HOURS & EMERGENCY

If you have an emergency during normal office hours, please state your emergency immediately upon calling or emailing to receive fast support. As stated above, our office phone is (702) 895-7777. **If after hours, please call (855) 559-5525.**

CHANGE OF INFORMATION

It is important that you notify CGroup of any changes in telephone numbers, fax numbers, or email addresses. Please do not delay and email **help@cgvegas.com** directly with your new information.

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Paying Your Rent

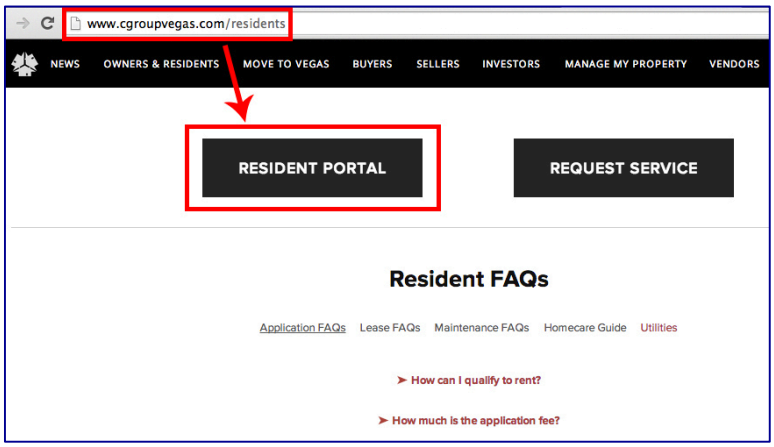
RENT PAYMENTS

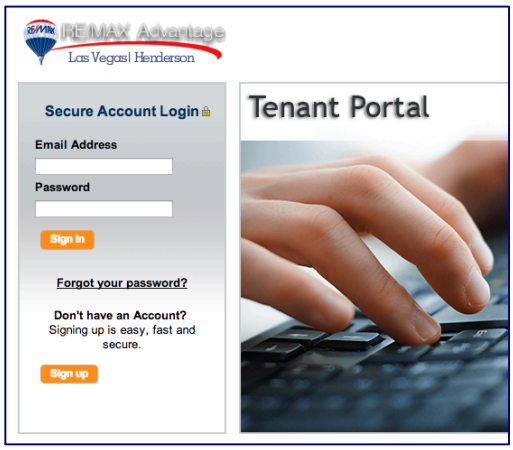
Rent is due on the first of each month. If you know that you will have a delay or problem paying by the due date, please contact your management team immediately. Lack of communication can affect your payment record.

Rent should be paid online via your Resident Portal at **cgvegas.com/residents**. If you have yet to receive portal access, please email **help@cgvegas.com** and you will be sent a temporary password for login. Your email address provided to us will be your username. The first password you receive is temporary, so please update your password immediately to avoid login expiration.

The online rent system will be available 5 days early (the 25th of the month before rent is due) up to the 3rd of the month at 5 p.m. There is a $2.00 monthly fee to pay rent online. All personal payments must be paid online through our online electronic check system.

If you do not have a bank account to pay via the online system, rent must be paid in person at the Main Office by cashier's check or money order **payable to RE/MAX Advantage** by the 3rd of the month at 5:30 p.m. The Main Office is located at 10075 S. Eastern Ave #103, Henderson, NV 89052. Their office hours are Monday-Friday 8:30am-5:30pm. They are closed on the weekends and holidays. The Main Office phone number is 702-896-5500.





LATE RENT & NSF (non-sufficient funds)

If you fail to pay rent on time and in full, you will incur late changes. Rent is due by the 3rd of the month and considered late if paid after this time. If paid on the 4th, add $75 to your rent payment for late fees. On the 5th, add $100 in late fees. For each day thereafter, add an additional $25. Rent payments received on the 4th or later **must be paid by cashier's check or money order**.

If rent is returned NSF (a "bounced" check), you are to deliver certified funds equal to the rent due plus a $125 NSF fee within 24 hours. If NSF notification occurs after rent due date, you must also remit all applicable late fees. If the certified funds are not delivered to the office within 24 hours of bounced check, landlord will begin eviction proceedings. In this case, NSF fees, eviction fees, late feeds, and rent all become due immediately. To avoid this, please ensure you have sufficient funds in your account to pay rent before initiating a payment.

Please refer to **Page 1 of 6, Section B** and **Page 4 of 6, Section F** of your **General Addendum** to Lease Agreement for further rent payment information.

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Protect Your Rental & Credit History

Someday you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need positive rental references and a good credit report. When you vacate the property, please allow CGroup to provide a good reference for you by avoiding late rent payments, caring for the property, and moving out properly.

LEASE AGREEMENT

You received a copy of your lease agreement that contains all necessary documentation. We recommend that you keep this paperwork close to your Handbook for easy reference. Please remember that your lease is a binding agreement. If you have any questions regarding your lease, please contact your CGroup management team.

UTILITY & CABLE COMPANIES

When you rented the property, CGroup canceled the utilities in the owner's name on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. For your convenience, this Resident Handbook contains all utility service telephone numbers on the last page.

Renters Insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with landlord/rental insurance. The owner assumes no liability for your personal items, as their insurance does not cover the contents or personal property of the resident.

Should items be stolen from the property inside or outside, regardless of cause, the resident is solely responsible for replacement. Damage to your personal items (including damage from water or appliance failure) is not the responsibility of the owner. Therefore, it is very important for you to have adequate insurance coverage for your possessions. **You are required to have renters insurance per the terms of your lease.**

It is also required that you provide PROOF of rental insurance prior to the property walk through. Your insurance policy must include liability insurance with **RE/MAX Advantage** listed as an additional insured party (see below example). Should fire or another issue arise that displaces your residency, please be sure your insurance policy covers hotel stay.

Insured Name & Mailing Address	Risk Address
[redacted] [redacted] LAS VEGAS, NV 89106	[redacted] LAS VEGAS, NV 89115

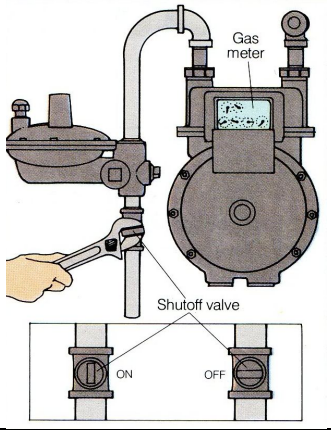
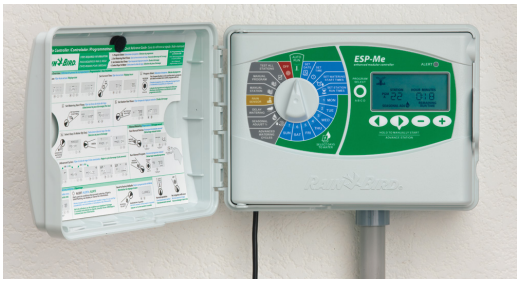
Additional Interest Name & Mailing Address	
Remax advantage 10075 S EASTERN AVE HENDERSON, NV 89052	

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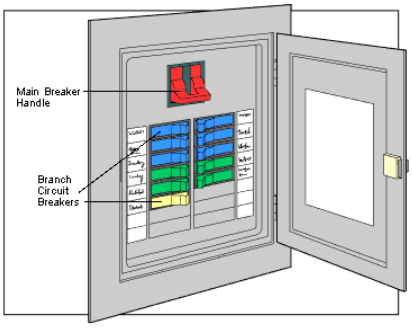
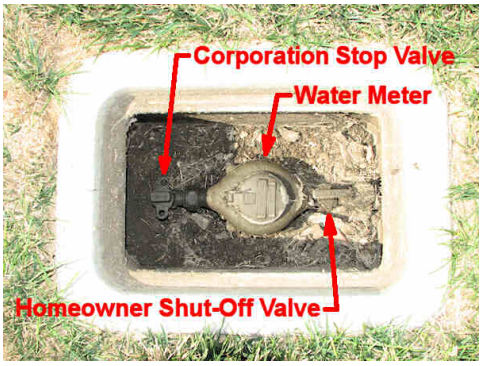
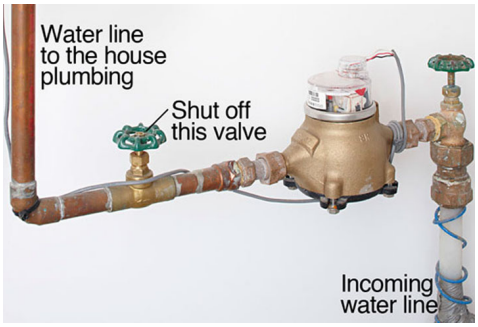
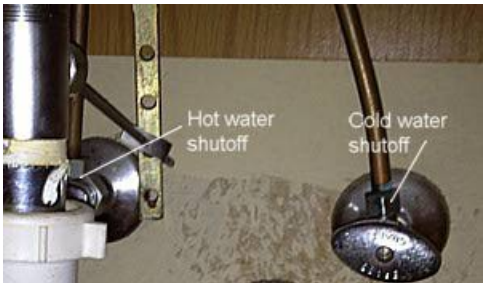
Care of the Property

GET TO KNOW YOUR RESIDENCE

When you move into a property, it is helpful to know where important items are located. If you are uncertain about any of the below items, contact your CGroup management team for assistance. We strongly advise that you take the time to know and locate the following:

NAME	DESCRIPTION	LOCATION	SAMPLE IMAGE
Air Filters	Change at least once per month, turn off unit before replacing filter	Filter inside HVAC unit in garage, on walls or ceilings	
Gas Shut Off Valve	Turn off during emergencies and disasters for safety	Always found on side of house	
GFCI Plugs	Check these plugs if electrical appliances or items fail to work	Found in place of standard wall plugs	
Landscape Timer	Adjust watering days and times 4 times a year as Vegas has specific watering days and amounts for each season. For more details or to find your watering groups and times please visit: https://www.lvvwd.com/	Typically found in garage or on outside wall	

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Landscape Valve Box	For water shut-off to the landscape	Found in yard	
Main Circuit Breaker	Locate in the event of power outage	Main box is usually found in garage or outside house	
Main Water Shut Off Valves	Locate in the event of major flood	Found on sidewalk and in garage	
Property Water Line Valve	Stop water from running to the home	Side of house	
Water Shut Off Valves	Stop water leaks	Found below sinks and behind toilets	

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HOA Violations

What is an HOA violation? HOA is an acronym for Home Owner's Association. Although not all communities have HOAs, most communities are otherwise governed by rules set by the HOA. The HOA patrols within its particular community to make sure that all residents are compliant with all community rules and regulations. Some HOAs are lenient, while others impose strict rules that all residents in the community are expected to follow completely. If the HOA finds that a resident is noncompliant with a specific rule, the HOA will send out a violation letter. If the violation is not corrected, the issue will go to hearing and the board may assess fines for noncompliance.

VIOLATION NOTICE PROCESSING FEE

Please also keep in mind per your lease you are allowed a total of 2 HOA Violation letters for the duration of your residency. On receipt of the 3rd violation letter you will be assessed a $50 per letter processing fee. The sheer volume of complaints and repeated violations by several of our residents has forced us to begin passing along the administrative expense to respond to each violation and resolve on behalf of our clients. In nearly every situation, the violations are easily avoidable items. This violation-processing fee will be due with the subsequent rent payment and will be enforced upon ALL residents. If you do not have an association in your community, please disregard.

Our goal is to achieve a status of zero HOA violations. This is an enormous challenge for our homeowners, our team, and our residents to tackle given the volume of violations we receive each day. Each violation letter requires a written response and follow-up with the resident, the homeowner, and the related HOA. For violation items that are often easily avoidable, this work is redundant and time-consuming.

We urge all residents to read the HOA rules and regulations specific to your property in order to ensure that your home is compliant with HOA rules at all times. If you have any questions regarding your particular HOA and its rules or need tips on how to avoid violations, please contact our office at help@cgvegas.com.

Please note that should any violation notice go unresolved by the resident (leading to a board assessed fine), any fines will be charged to resident along with the violation processing fee as additional "rent due".

THE 15 MOST COMMON HOA VIOLATIONS

Please note that this list contains the most commonly cited violations and that it is NOT all-inclusive:

1. Weeds in landscaping, dead plants/trees, and trees in need of trimming.
2. Unkempt or non-mowed lawns (lawns should be mowed once a week during the summer time and bi-weekly at minimum during the winter).
3. Trash cans left outside on non-collection days.
4. Residents storing tires, debris, boxes, and other items on the side or front of house (viewable from the street by the HOA).
5. Storing unapproved items on balconies or front porches in home or condo communities.
6. Excessive dog barking or dogs let outside without a leash.
7. Oil stains from vehicles left on driveway.
8. Vehicles with unregistered plates.
9. Vehicles parked incorrectly or parked outside overnight (some associations do not allow this).
10. Painting any exterior surface without board approval.
11. Adding tarp, mesh, or other fencing without board approval.
12. Installing a satellite without board approval and not affixing satellite wires properly or painting wires to match exterior wall.
13. Stucco damage caused by impact or from removing exterior items such as satellites.
14. Replacing outdoor bulbs to make sure address lights are properly lit.
15. Leaving holiday decorations up past the relevant holiday.

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Maintenance & Work Orders

When you rented the property, your lease contained information on Work Orders that were agreed upon at lease signing. These terms are outlined on **Page 4 of 6, Section E-4** in the General Addendum to Lease Agreement. Please review these terms before requesting a work order. The following topics in this handbook contain a summary of these terms.

REPAIR APPROVAL

Residents are required to submit requests for all repairs. If you begin repairs without written approval, you are responsible for 100% of the cost. You will not receive reimbursement for any unauthorized repairs under any circumstance. Also, you must not request additional repairs from dispatched vendors without approval from CGroup if you expect to receive a reimbursement. You will be solely responsible for additional costs to vendor if additional repairs are completed at your request without management approval.

REPAIR DEDUCTIBLE

Please be advised that you are responsible for the first $75 of all repair issues that occur more than 30 days after lease start. The repair deductible applies to all repairs, including home warranty service charges. The $75 deductible will show on your resident ledger and be added to your next month's rent.

RESIDENT RENOVATIONS/ALTERATIONS

If you want to make a special request for renovation or repair to the property, please be sure to abide by the following steps per your rental agreement:

1. Submit request in writing **before** making any change and do not proceed without written approval.
2. CGroup will consult the owner to see if your request is acceptable to them.
3. If the request is acceptable to the owner, residents must do one of the following prior to vacating the property:
    a. Leave the alterations as is if this is part of the owner's condition to accept the alteration/repair.
    b. Return the property to its original state if this is part of the owner's condition to accept the alteration/repair. In doing so, resident pays for any necessary repairs to restore the property to its original state.
    c. Sign the CGroup renovation agreement regarding the alteration/repair.

REPAIR REMINDERS

- Every property will need maintenance at some point. As homes get older, they have a higher tendency to break down. Repairs on older properties are inevitably more frequent and more costly.
- If you break it, clog it, or don't maintain it, then fixing it is your responsibility. You can still contact CGroup for the repairs and they will add the cost of the repairs to your resident ledger, which will be due with next month's rent.
- Items that the resident could not possibly be involved with, such as a leaking water heater, are considered the owner's responsibility.
- If you move into a property with known challenges and problems, such as a squeaky front door or other minor issues, complaints will not solve the problem. You can either choose not to move into the property, fix the issue yourself (with approval if needed), or accept the faults you were already aware of.
- If you are not the type of person to do yard work or do not have the equipment for properly maintaining a yard, simply do not move into a property that will need yard work.
- Keep in mind that during the summer and at times in the winter when the heat or air conditioning is out, many others are experiencing the same problem. It is not unusual for an HVAC repairman to be booked a solid week in advance. Although our team does its best to maintain several vendor contacts, we cannot force any repairman to prioritize your property.
- Please note that if you call for a repair and the servicer finds nothing wrong, you will still be responsible for paying the service call fee.
- It is the resident's responsibility to protect the property at all times, if you are experiencing a leak, make sure you turn the water off until the repair can be made. You can call our office for assistance.

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Procedures for Requesting Maintenance

For a typical work order request, we strongly prefer that you fill out a **Service Request Form** online via your Resident Portal at **cgvegas.com/residents**. If you have yet to receive portal access, please email **help@cgvegas.com** and you will be sent a temporary password for login. Your email address provided to us will be your username. The first password you receive is temporary, so please update your password immediately to avoid login expiration. Submissions through our online form will receive priority response, although you may also email **repairs@cgvegas.com** directly with your request. You can also call our office phone, but this is not preferred *unless you are experiencing an emergency*.

BEFORE CONTACTING CGROUP

First, determine whether the situation is a **Non-Emergency**, **Emergency Work Order**, or **True Emergency**. If it is not a True Emergency, check to see if you can determine the cause of the problem you are experiencing.

NON-EMERGENCY WORK ORDER

Non-emergency work order requests will receive a response within 1 business day of notification. You will be contacted by a CGroup representative and assigned a vendor with whom to schedule an appointment. CGroup does not give vendors keys to residences, but you may opt to provide the vendor with keys at your own risk.

Given that this is a non-emergency, the vendor will be unlikely to make an immediate appointment. Failure to show at an appointment will result in a $100 charge to you. Please be certain to call the vendor and give fair notice if you are unable to attend a scheduled appointment.

If you do not hear from a vendor or repairman within 2-3 business days, please first attempt to contact the vendor. If the vendor cannot be reached, call the CGroup office and inform your management team. If you are still experiencing trouble after a repair has taken place, call CGroup without delay and state that a **recent repair** (within the last 10 days) issue still exists. If you fail to report a recent repair that was unsolved, you may be responsible for the cost of further damage per your rental agreement.

EMERGENCY WORK ORDER

These are not to be confused with True Emergencies. Emergency Work Orders are defined as repairs necessary for the preservation and safety of the property, to avoid the suspension of any heat, air conditioning, power, or water, and to avoid imminent danger to life on the property. Emergency Work Orders will be dispatched within 24 hours.

If an active water leak occurs on the property, residents are responsible for shutting off the main water valve to prevent water damage. If needed, please call our office to receive guided assistance on how this is done.

TRUE EMERGENCY

There are very few True Emergencies. These are defined as immediate life-threatening situations such as a fire, flood and/or uncontrollable water, urgent electrical problems, or a suspected gas leak. These are not to be confused with Emergency Work Orders.

- For emergencies causing immediate danger such as fire, please call 911.
- For emergencies involving gas, please call the Southwest Gas emergency hotline at (702) 365-1555 and dial 911 if necessary.
- For emergencies involving immediate electrical danger, call the utility service and 911 if necessary.
- After contacting one of the above sources, please call the CGroup office and report the problem.
- A true emergency does NOT include heat or A/C, but CGroup recognizes this as important and will make it a priority with vendors to have working as soon as possible.

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Resident Maintenance Responsibilities

If damage or malfunction of any items on property is related to lack of maintenance or changing of filters, resident will be responsible for costs of repair. Please refer to the below items for responsibilities required of the resident:

- Reporting all necessary repairs.
- May be held responsible for any water and/or mold damage, including the costs of remediation of such damage. To insure there isn't mold or other water damages in bathrooms make sure to reduce the buildup of condensation and steam.
- Normal insect and rodent control.
- Replacing smoke alarm batteries and replacing light bulbs with the correct size.
- Replacing furnace filters, refrigerator filters, and R/O filters regularly (if applicable).
- Replacing air filters monthly.
- Reporting non-functioning smoke alarms immediately if batteries do not solve problem.
- Professional steam and spot cleaning of carpets while residing in property (recommended after first year of multi-year lease).
- Landscape irrigation, changing watering times and maintenance if service is not provided by lease.
- Reporting lack of landscape maintenance if a service is provided in your rental agreement.
- Landscape watering unless the homeowner's association is responsible.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- Refilling water softener with salt as needed (if applicable).
- Disposal of all garbage in the proper receptacles and complying with weekly pick-up service.
- Disposal of animal feces on the property even if you do not have a pet.
- Make sure the damper is open before starting a fireplace, if applicable to the residence. Please always use caution when operating any fireplace.
- If residence has a fireplace, proper disposal of coals AFTER they have cooled outside for a week. Please use caution when disposing of ashes or coals.
- Disposal of toxic waste in proper accordance with local and county laws.

Additional Information about Landscape and watering days/times

Las Vegas has specific watering days and amounts for each season. The irrigation system would need to be changed/adjusted at a minimum of 4 times per year. The water district should have sent you a post card or listed this information on your watering bill. For more details or to find your watering groups and times please visit:

https://www.lvvwd.com/apps/watering_group2/results.cfml?

More recommendations from the water district. Please note these are general tips. It is a tenant's responsibility to check and maintain the landscape to insure it is getting enough water and attention. Tenants should change the irrigations times and amounts at a minimum of 4 times a year but should also adjust the amount of time the irrigation system runs as needed to insure the landscape doesn't not become stressed or die. This may also include hand watering as needed. It's best to water landscape at night or early morning hours during the hot summer days and during the sunny part of the day during the cold winter nights.

Drip Irrigation Tips

Because plants have different watering needs than grass, your irrigation clock should allow different settings for drip and sprinkler stations. Drip irrigation should run longer than you set your sprinklers

Drip irrigation is truly beneficial to plants in desert environments. Drip systems should **run longer** than sprinkler systems because they deliver water **more slowly**. Determine the amount of time to water based on the rate of flow of your drip emitters, the types of plants you are watering and the condition of the soil.

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Rate of Flow

To find out how fast your drip emitter produces water, measure how many seconds it takes to fill a tablespoon: 14 seconds equals 1 gallon per hour (gph) - 7 seconds equals 2 gph - 4 seconds equals 4 gph

How Much to Water

Drip irrigation is usually needed less frequently than sprinkler irrigation. The following frequency should provide

Common Drip Emitters

Emitter Type	Length of Watering
High-flow emitter (up to 20 gph)	12 minutes each watering
Low-flow emitter (up to 4 gph)	30 minutes each watering
Low-flow emitter (up to 2 gph)	60 minutes each watering
Low-flow emitter (up to 1 gph)	90 minutes each watering

Preventative Cleaning Tips

Cleaning is easier when you use a proactive approach, so please consider the following preventative tips:

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to develop in kitchens. Regularly use a sponge and soapy water on counter tops, stove tops, and hood filters.
- Avoid cooking with very high heat. This will add to grease build-up and cause damage to appliances, and may also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile, grout, and other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the build-up of grime.
- Do not use wax on linoleum or tile.
- Do not use "cleaning products" on tile.
- Do not use water on hardwood floors.
- Regularly pick up debris and pet feces in outside areas.

What Not to Put Down a Garbage Disposal

The handy kitchen garbage disposal is useful for getting rid of a variety of food scraps and waste that might otherwise create unpleasant smells in the kitchen. However, many foods can actually damage your disposal or render it useless.

Avoid putting these things down your garbage disposal to help keep it running smoothly. If a vendor is dispatched to fix the garbage disposal, or a clogged drain and they find any of these items in the drain, plumbing or garbage disposal you will be responsible for the entire cost of the repair.

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FIBROUS FOODS
The strings of celery, artichokes, asparagus, lettuce, corn husks, carrots, onion skins and potato peels can wrap around the blades, preventing proper operation of the motor. If you feel you must put fibrous foods into your disposal, do so in very small quantities, and run the cold water before, during, and after operating the unit.

GREASE, FATS, AND OILS
Greasy foods will distribute a film over the blades, diminishing their effectiveness. Eventually, the grease will begin to decay, causing an unpleasant odor in the kitchen. Pouring grease into a garbage disposal can result in clogged drains when the grease solidifies.

EGG SHELLS
Some people claim that egg shells sharpen the blades of the unit, but this is not true. The shells' stringy membrane layers can wrap around the shredder ring, and the shell itself will be ground to a sand-like consistency capable of clogging pipes.

PASTA, RICE, POTATOES, AND BEANS
Even small particles of these foods will swell with water to form a paste-like substance, and eventually clog the trap.

NON-FOOD ITEMS
Avoid the example of homeowners who have placed rubber bands, twist ties, cigarette butts, pull tabs, fabric, sponges, and plant clippings into their disposal units. These items cannot break down enough to wash down the drain.

The garbage disposal is a sturdy kitchen appliance. However, even the best model cannot handle unsuitable items.

Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They are also helpful for people who have allergies to cleaning products and can be better for the environment than commercial products.

DRAINS
- For a great once-a-month drain cleaner, pour ½ cup baking soda into the drain and follow with ½ cup white vinegar. The drain will foam. Cover and let sit for 30 minutes, then flush with cool water.
- For stubborn and slow-running drains, pour 1 cup baking soda and 1 cup salt down the drain, followed by 2 quarts boiling water. Let sit for 30 minutes, then flush with cool water.

TILE COUNTERTOPS
- To clean ceramic tile where mold and mildew accumulate, use a combination of ¼ cup baking soda, ½ cup white vinegar, 1 cup ammonia, and 1 gallon warm water.
- As an alternative, regularly clean kitchen surfaces by using a spray bottle mixed with ½ cup vinegar and 1 quart of water.

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GLASS CLEANER

- Mix 3 tablespoons vinegar with 1 quart water in a clean plastic spray bottle for removal of residue on bathroom mirrors. Spray glass and wipe with clean paper towel.

DISHWASHER

- Empty the dishwasher, then pour in ¼ cup of vinegar and run the dishwasher again.
- Even if you prefer not to use the dishwasher, run the dishwasher at least once a week to keep seals from becoming hard and cracked.

REFRIGERATOR

- Besides cleaning regularly, place a cup of baking soda on a refrigerator shelf to absorb odors. This can also be done with a cup of dry, unused coffee grinds.

WASHING MACHINE

- Add ½ cup of baking soda with regular detergent to help control mild odors.

TOILETS

- Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let vinegar soak overnight, then flush to rinse.
- If the problem still exists, rub the waterline mark with a wet pumice stone.

Energy Saving Tips

Saving energy and water is not only important for the environment, but also cuts back on the amount you are spending on utility bills. See below for some money-saving, energy efficient tips.

LOWER WATER UTILITY BILLS

- Always report water leaks to CGroup as soon as possible:
  - Report water dripping under sinks
  - Report running toilets
  - Report malfunctioning water appliances
  - Report malfunctioning sprinklers
  - Report standing pools of water
- Run the dishwasher when it is fully loaded as opposed to partially loaded.
- Check water hoses on washing machines for leaks.
- Adjust the washing machine water level to match the load, using less water for small loads.
- Avoid using toilets to dispose of ordinary trash such as tissue paper.
- Avoid letting the water continually run while shaving or brushing your teeth.
- Take shorter showers.
- Be sure your water heater temperature is set properly, but do not turn the water heater to "high" (this is a dangerous temperature level).
- Do not "over water" landscaping as it is not healthy for plants and simply wastes water.
- Counsel all children on how to prevent wasting water.

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LOWER AIR CONDITIONING BILLS

- During warm or hot months, close the windows and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day to help lower the indoor temperature dramatically.
- Replace air filters with the correct size filter at a minimum of once a month. A clean filter helps the air conditioner run more efficiently.
- When leaving your residence be sure to turn the air conditioner up a few degrees, especially when going on vacation. A closed house without activity will typically stay cooler.
- There is no reason to keep the residence in a frigid state while away, but do not turn the air completely off on very hot days. This will only take the air conditioning longer to cool down the property while also resulting in the exertion of additional energy.

LOWER HEATING BILLS

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the CGroup office.
- Use a reasonable level of heat in the residence. Lowering the heat just a few degrees can reduce the bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat to warm up a cold house than it will save. In addition, this may cause pipes to freeze, which will create more problems.
- If there is a fireplace, close the damper if not in use, but please re-open damper if you do start a fire.
- Replace the furnace filter once a month at minimum to help the furnace run more efficiently.

Safety Tips

The safety of our residents and their families is extremely important to CGroup. We know that personal safety may be affected by a multitude of various factors, so please consider the following safety tips:

- Unplug all heat-producing appliances such as toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended.
- Always turn off all stove and oven appliances when you leave the residence.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave home.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and see water in the ceiling below, particularly in a light fixture, report the leak immediately to CGroup.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and only use bulbs with the correct wattage.
- If you suspect an electrical problem, report it to CGroup immediately.

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- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Simply change the batteries if needed and report any issue that still exists.
- Avoid running extension cords over walkways, under rugs, or any place that may cause people to trip.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs to safely utilize the outdoor lighting when it is dark.
- Report any exposed tree roots to the CGroup office.
- Keep a portable fire extinguisher in the kitchen and garage (available at hardware supply stores).
- If you use a BBQ or grill, make sure to follow city and county codes. Never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes and coals in garbage receptacles unless you are certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace. Build reasonable fires suited to the size of the fireplace.
- The storage and use of any barbecuing equipment is prohibited indoors, above the first floor, and within 5 feet of any exterior building wall.
- Adult supervision is required at all times where barbecue equipment is generating heat.
- With the exception of electric cooking devices, outdoor cooking with portable barbecuing equipment is prohibited within 10 feet of any overhang, balcony or opening, unless the premises is a detached single family home.

3 Steps to Avoid Bathroom Condensation

Bathrooms are often humid places and moisture is released into the air by something as simple as taking a shower or bath. As the moisture mixes with the air as water vapor, it will eventually make contact with a cold surface, forming as droplets on things like mirrors, walls or windows. This is unsurprisingly known as condensation. The hotter the water vapor, the more moisture the air can hold and the more that can be deposited on cold surfaces.

That's why condensation becomes a bigger problem whenever you take a hot shower and there's lots of steam rising from the water. Apart from it annoyingly misting up mirrors and windows, it can also cause problems with mold in your bathroom and can quickly ruin wallpaper and other surfaces, as well as cause drip or running marks on painted walls.

Thankfully there are a few simple steps you can take to dramatically reduce the levels of condensation in your bathroom.

1. Ventilation is Key

Obviously the first thing you should do is open a window, or turn on the vent fans, especially when you're running a bath or having a shower.

It's simply not worth the hassle when all you have to do is simply open the window or turn on a switch, even if it might feel cold for a short while (the hot water and steam from the shower will warm the room up anyway, but at least the condensation will have somewhere to escape to).

While you might think that opening the bathroom door might help, don't. This will only spread the water vapor to other rooms in your home and could cause a problem with condensation in those places.

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2. Ensure You Wipe Surfaces Dry

You should take some time to wipe surfaces dry with a towel after using the bathroom, particularly glass such as the windows, showers and any walls that appear wet.

While it might seem like a pain to have to do this every time, it doesn't take long and will save you a lot of grief in the long run. You don't have to get obsessive and make sure your bathroom is completely bone dry, just do enough that it doesn't look absolutely soaked every time you use the shower or bath.

If any black spots appear around your bathroom from too much condensation then you can get rid of them through a combination of bleach and water, otherwise, your bathroom will become a breeding ground for mold.

3. Extractor/Vent Fans are Extremely Important

It is absolutely essential that bathrooms without windows have an extractor/vent fan and that it is turned on whenever taking a hot shower or bath. This cannot be stressed enough. Without turning on the fan, the condensation will never have anywhere to escape and you'll soon have a serious problem on your hands. An extractor fan will transport the moist air into your bathroom elsewhere, normally outside.

Make sure you clean your extractor/vent fan periodically or dust and dirt will build up and make the fan far less efficient.

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Vacation Checklist

If going out of town for an extended period, please notify CGroup how long you will be gone and supply an emergency telephone number. Therefore, should any problems arise concerning your residence there can be someone for our team to contact and vice versa. When going on vacation, here are items to check before leaving:

- Shut the water off to the house to prevent any leaking that would go unnoticed while you are gone.
- Check your rent payment to ensure it will not become delinquent so you will not return home to a late notice and charges.
- To avoid any panic or confusion, notify all necessary parties such as trusted neighbors, the paper delivery person, the post office, or other related services. Neighbors may also help keep a lookout on your home for any suspicious activity.
- Avoid leaving a message on your answering device telling callers you are out of town.
- Ask someone to pick up items on your doorstep to avoid giving signals that the home is vacant.
- Put garbage cans away and out of sight.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers.
- Place valuables and jewelry in a safe deposit box.
- Set timers on interior lights to deter potential burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, make sure to have it set and ready.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do NOT turn the water heater off.
- If you have anything else living in your home such as plants or pets, please arrange for someone to water your plants and take care of your animals. Do not leave pets in the residence unless a reliable person will care for them daily.



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Frequently Asked Questions

We have put together a list of the most frequently asked resident questions. We hope the questions and responses below will be informative and helpful in answering some of your concerns in advance.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning that is necessary to maintain carpet. Please call Raysco at (702) 837-4914.

Can I install extra telephone and cable lines?

- No cable wiring, phone wiring, or satellite wiring is to be run through the property without permission from the owner. You must notify CGroup and obtain written permission to install the lines.

Can I have a satellite dish?

- No satellite dish may be installed without permission from the owner. In the event permission is given, dishes must be removed and holes must be patched at move-out. Any cords run for satellite or cable must be professionally installed inside wall and not run across doorframes, under carpets, or along walls.

I did not have a pet when I moved in – can I have a pet now?

- Do not move a pet into the property without permission. Notify CGroup of your request and you will be asked to fill out a pet application to determine approval. The property manager will contact the owner and submit your pet request. If the owner does allow a pet, an increased security deposit and signed pet agreement will be required. If the owner declines, please abide by the decision and your rental agreement. If we discover an unauthorized pet on the premises you will be levied a $500 fine and possible eviction.

What happens if I want another pet?

- Notify your CGroup management team with a description of the pet you are hoping to approve. The property manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit and signed pet agreement will be required.

What happens if my pet dies or runs away, can I have my pet deposit back?

- No, all security deposits will remain in effect until all residents vacate the property. Until a property is completely vacant, there is no way to inspect the entire property thoroughly.

My roommate wants to move, but I want to stay. What should we do?

- Contact CGroup as soon as possible for information.

I want to add a roommate to my lease – how can I do this?

- The prospective roommate will need to submit an individual rental application. CGroup must first approve this person PRIOR to their moving into the property. If approved, you and the approved applicant must sign a new lease agreement. If CGroup denies the applicant, they cannot move into the property.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, its condition, and their investment. It is their right to see the property, but they respect that it is your residence. It is also nothing to fear. CGroup will contact you first to set a date and will provide a minimum 24-hour notice.

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Giving Your Vacate Notice

Eventually, you will move out and we want you to be prepared for this change when necessary. CGroup residents are required to give a 30-day notice prior to moving. When you anticipate moving, you must provide your notice within the proper time frame and confirm that our office received it.

BEFORE GIVING NOTICE

- Check your rental agreement to see if you are eligible to give notice. It will specifically state when your lease is set to expire. A lease is a binding agreement for a set period and you may still be bound to honor your agreement.
- If you need to move and you are still committed to a lease period, contact your CGroup management team to discuss available options.
- Vacate notices must be in writing. The day CGroup receives your written vacate notice is the date the notice begins. For example, if you were to fill out a notice with the current date and mail it five days later, it would not begin on the day you mailed or dated your notice. The notice date would instead begin at the day it was received.
- You may also send your vacate notice as a typed email. Please note that for your emailed vacate notice to be considered valid, you must receive CGroup's written confirmation that the notice was received.

AFTER GIVING NOTICE

- We will provide you with a move out guide and instructions on how to prepare the residence when returning possession of the property to CGroup. Please follow the guidelines carefully to ensure you return the property in its previous condition, thereby confirming the best probability of receiving back your full security deposit.

SECURITY DEPOSIT REFUND

- When you follow the move out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit.
- CGroup remits security deposit transmittals within 30 days in accordance with state law.

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First Time Home Buyer Program

In addition to property management, CGroup also works with buyers and sellers. When the time comes to purchase your first home, we would be happy to assist you. As a way to help first time home buyers, we have created a program called Dreams Delivered, which is focused on educating and helping first time home buyers in purchasing their first home. The program is broken down into 8 simple steps so the process is not so overwhelming.

Dreams Delivered
8 Steps to Homeownership

If you would like to learn more about the 8 steps, check out our dedicated first time home buyer website at www.buyfirsthome.vegas. There you will find a information on the 8 steps including videos and helpful information. You can also learn more about different financing options.

8 STEPS

1. Lender Purchasing Power Review
2. Getting Ready to Buy
3. Home Buyer Consultation
4. Find a Home
5. Negotiating the Purchase
6. Due Diligence
7. Signing the Closing Paperwork
8. Final Closing & Moving Day

Thinking about buying a home next year?

Visit www.buyfirsthome.vegas and click on the Sign Up tab to enroll in our Renter to Homeowner program, which will help prepare you to purchase a home in the next year. You will also be eligible for our exclusive Homebuyer book valued at $60.

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Conclusion

We hope that you have found the CGroup Resident Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move-out when the time comes. If you have any questions on the enclosed information or need additional assistance, please contact your CGroup management team.

We wish you a successful residency!



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Numbers to help you order utility service!

Be sure to have your new address, move-in date, and social security number ready prior to calling these services. If you are transferring service, keep in mind that deposits may be waived if you have a good payment history.

ELECTRIC
Henderson & Las Vegas
Nevada Energy ..... (702) 367-5555
Toll Free ..... (800) 331-3103
www.nvenergy.com

GAS
Henderson & Las Vegas
Southwest Gas ..... (877) 860-6020
www.swgas.com

WATER & SEWER
Henderson
City of Henderson ..... (702) 267-5900
www.cityofhenderson.com

WATER
Las Vegas
LV Valley Water District ..... (702) 870-4194
www.lvvwd.com

SANITATION SERVICES
Henderson & Las Vegas
Republic Services ..... (702) 735-5151
www.republicservices.com

TELEPHONE
Henderson & Las Vegas
CenturyLink ..... (702) 244-7400
www.connectmyphone.com/centurylink

CABLE
Henderson & Las Vegas
Cox Communications ..... (702) 383-4000
www.cox.com

SCHOOL DISTRICT
Henderson & Las Vegas
Clark County SD ..... (702) 799-5011
www.ccsd.net

ADDITIONAL NUMBERS

Police Department ..... (702) 565-8933
DMV ..... (702) 486-4368
Time & Temperature ..... (702) 564-1111

Emergency 911
Road Conditions 511
Information 411

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