



Tenant Information Notice

Address: 21 Bisbee Court, Suite F, Santa Fe, NM 87508

Phone: (505) 375-1311

Website: www.pinonproperties.com

Email: pinonpropertiesmarketing@gmail.com

Welcome to Pinon Properties! Below you will find information on the steps and procedures you can expect as part of the rental process:

- **Lease Execution** – This step will be executed either in whole or part by 1) e-signing of the documents; or 2) meeting with us in person to execute the documents.
 - **E-signing.** If you are e-signing, you will first receive a draft of the lease for review. We ask that you respond with any questions within 24 hours. After you have reviewed, you will receive an email invitation via Instanet to complete the various forms that constitute the lease. **You have 48 hours to execute the lease.** The lease governs the relationship between us and you must be familiar with it.
 - If there are multiple signers on the lease (**any adult over 18 must sign**), each signer will receive an e-signing invitation.
 - E-signings are typically in-line meaning that if there are multiple signers, one must sign first before the other(s) receive their invitation. The Qualifying or Associate Broker for Pinon Properties will always sign last.
 - After all parties have executed the forms, every signer will receive an email with the final documents to retain for their records and information. **Please print these forms and/or keep them filed electronically for future reference.**
 - **Meeting.** If you did not e-sign, then you must meet with us to sign all the Lease forms.
 - Schedule the meeting by contacting Marina at (505) 375-1311 or email mrossi@pinonproperties.com
 - **Fees.**
 1. Credit/Background Check \$30.00 per adult payable to processing entity (not Pinon Properties) at the time you initiate that process after receiving the email invitation.
 2. Lease processing fee \$25.00 plus tax payable to Pinon Properties at the time you sign the lease.
- **Security Deposit -**
 - This deposit is equal to one month's rent (including pet rent, if any).
 - The deposit is collected when you are notified that you have been chosen as the tenant for the property you applied for (upon receipt of this notice).
 - **We will not process your lease for execution until we have received the deposit and it has cleared the bank.**
 - If you fail to sign the lease within 48 hours of its receipt or fail to move-in to the property, 50% of the deposit will be forfeited to reimburse the owner for lost rents.
 - There are 3 ways to pay this deposit (**we cannot accept cash**):

1. Electronic Funds Transfer (online). We prefer that you pay online via your portal account. Contact Marina for instructions on paying online.
 2. Check or Money Order. You can give this to Rand, drop it at our office (we have a maildrop box by the front door), or mail it. **If you choose to mail the deposit, this could delay your move in.**
 3. Credit Card (online). We can accept credit cards, but there is a 2.7% fee charged by the merchant processing company.
- **Rent** - Rent is due by the move-in date (whether pro-rated for the current month or for your first full month if your move-in date is the 1st of the month). You can pre-pay rent. **We cannot accept cash.** There is a 10% late fee if the rent is not received by the 4th of the month.
 - **Move-in/Occupancy** – This step occurs only:
 - After all documents have been executed by all parties and all monies paid.
 - After providing proof of having transferred all applicable utilities that the Tenant is responsible for. This will vary by location of the property. See your lease for all utilities that apply to you. The website has utility company information under the Tenant Resources page. This should be completed at least 3 days before moving in. PNM (electric) and NM Gas Company (gas) can be transferred by contacting them by phone or online. Most of the water utility companies expect you to go to their offices in person to affect the transfer. **YOU MUST GIVE US THE CONFIRMATIONS OBTAINED FROM THE UTILITY COMPANIES BEFORE WE WILL ISSUE YOU KEYS TO THE PROPERTY.** You can email or fax them to us or drop them by the office.
 - You must provide proof that you have obtained renters' insurance as required under your lease.
 - and **After move-in, you have 5 business days to complete the Property Condition form** return it to us. This form will be emailed to you and is also available on the website under Tenant Resources. If the form is not returned within 5 days we will send someone to complete it and you will be charged a fee of \$50 plus tax. Failure to complete the form is a breach of the lease and could result in termination of the lease.
 - Within about 60 days of occupancy, we will conduct a quality assurance inspection of the property by giving you notice that we are coming for that purpose. The purpose of the inspection is to assure that 1) you are keeping the property in a condition acceptable to us and the owner(s); 2) only the occupants and pets authorized under the rental agreement are living there; 3) you are using the property only as authorized under the rental agreement. Any deficiencies found may result in a 7-day notice to you (see paragraph 23 of the rental agreement).
 - **Tenant Portal** – Once your credit/background check has been reviewed and approved you will receive an email invitation to access your portal account. Follow the instruction in the email to establish that account and keep a record of your log in information – we are not able to do that for you. Once your account is opened, *please keep a record of your user name and password.* With this account you can:
 - Pay your charges (security deposits, cleaning deposits, rent or any other charge). Pro-rated rent will be manually added to your account. Regular monthly rent will automatically post to your account on the 1st of every month. You can pre-pay rent without the rent charge having been posted.
 - On the first day of every month you will receive a statement emailed to you. This statement will detail all charges and payments you have made to date. If you

have prepaid your rent, you will have a credit on your account until rents are auto-posted by the system on the first of each month.

- If you have mailed your rent payment or not initiated payment through the portal, it may not appear on your statement until we either receive and post your check, or you initiate the payment online.
- View your account activity at any time.
- View and print documents, such as your rental agreement and applicable documents.
- Make maintenance requests. **We cannot accept verbal, text, phone, or email maintenance requests – they must be submitted via your portal account.**
- Communicate with us via email or text messaging.

PLEASE CONTACT US WITH ANY QUESTIONS YOU MAY HAVE REGARDING THE INFORMATION CONTAINED IN THIS NOTICE.