

Pinon

Properties

Tenant Welcome & Information Letter

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

Phone: (505) 375-1311 or (505) 955-1999

Website: www.pinonproperties.com

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

1. **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 receive an email invitation to complete the following forms: a) Residential Rental Agreement; b) General Addendum 1; and c) Addendum 2 Pet Addendum & Policy (if applicable).
 - These constitute only 3 of several other forms required. You must meet with us in person to complete those other forms. There are no exceptions to this policy.
 - 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 first-come-first-served; there is no special signing order, but the Qualifying 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, for their records and information. Please print these forms and/or keep them filed electronically.
 - **Meeting.** If you did not e-sign, then you must meet with us to sign all of the lease forms. If you did e-sign, you must meet with us to sign the remaining forms before you can move in.
 - Schedule the meeting by contacting your property manager or Martha at (505) 375-1311.
 - The remaining forms could include all or some of the following: a) Pet Addendum & Policy; b) City of Santa Fe Release of Transfer/Release of Liability for water service within City limits; c) other SF County of water district forms; d) Property Condition Form (this available on the website under Tenant Resources); e) Renter's Insurance Addendum.
 - **Security Deposit, Pet Fee/Deposit and Rent.**
 - **Security & Pet Deposit.** This is due and payable upon lease execution. If you are e-signing contact Martha for instructions on paying online. If you are meeting with us (not e-signing) you must give us a check, money order or pay online – **we cannot accept cash.** We can accept credit cards, but discourage this due to the high cost 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.**

2. Move-in/Occupancy – This step occurs only:

- After all documents have been executed by all parties and all monies paid accordingly;
- 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 will want 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 also provide proof that you have obtained renters' insurance if required under your rental Agreement in accordance with Addendum 1 and/or the insurance addendum.
- After move-in, you have 5 business days to complete the Property Condition form and return it to us. This form is available on the website under Tenant Resources.
- 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).

3. Tenant Portal – Once your lease forms are completely executed 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, pet 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 having been posted.
- On the first day of every month you will receive a statement emailed to you. This statement will detail all of the charges and payments you have made to date. If you have prepaid your rent, you will have a credit balance on your account until rents are auto-posted by the system on the first of the month.
- If you have mailed your rent payment or not initiated 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. You will automatically receive an emailed statement on the first day of every month.
- View and print documents, such as your rental agreement and applicable documents.
- Make maintenance requests (under the Contact Us tab). **We cannot accept verbal, text, phone, or email maintenance requests – they must be submitted via your portal account.**