



**REAL ESTATE SALES & PROPERTY MANAGEMENT**

**PROPERTY CONDITION CHECKLIST AT MOVE-IN**

The purpose of this form is to document the condition of the property upon move-in by a tenant. This is not a maintenance request form. All maintenance requests must be submitted via the tenant portal (emails, text messages, voice mails, phone calls or handwritten notes cannot be accepted). See attached Resident Maintenance Requests for procedures to follow.

**Please note any comments below. This form must be submitted to Pinon Properties within five (7) days of move-in. If not received within 7 days tenant will be charged \$5.00 per day until the form is received. Failure to submit the form is breach of the lease.**

Date of Move-In \_\_\_\_\_ Date of Form Completion \_\_\_\_\_

Property Address: \_\_\_\_\_

Room/Location	<input checked="" type="checkbox"/>	x	Comments
Living Room			
Family Room/Den			
Office			
Dining Room			
Kitchen			
Bedroom 1			
Bedroom 2			
Bedroom 3			
Bedroom 4			
Master Bathroom 1			
Bathroom 2			
Bathroom 3			

Room/Location	☑	x	Comments
Laundry Room			
Garage			
Exterior-House			
Exterior-Yard			
General Comments			

☑ = Good/No Comment; x = Issue/Comment

Keys Received By Tenant (indicate number on blank line):

Front Door \_\_\_\_\_ Back Door \_\_\_\_\_ Side Door \_\_\_\_\_ Gate \_\_\_\_\_ Garage Door Openers \_\_\_\_\_

Other: \_\_\_\_\_ Mailbox \_\_\_\_\_ Laundry Room \_\_\_\_\_ (Tierra De Zia Condos Only)

TENANTS:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Resident Maintenance Requests

**Please read below before completing a Maintenance Request (MR).**

*Our normal business hours are Monday-Friday 9am-4pm, closed on weekends and holidays.*

*Please note that due to COVID-19 we are mostly working from home until further notice, but you can reach anyone on our staff at (505) 375-1311 (follow the menu prompts).*

You must submit your MR via the tenant portal. We cannot accept phone calls, voice mail, text messages or emails for such requests. If you do not have online access (smartphone or tablet/laptop) or feel this is an emergency, please see the instructions below regarding emergencies.

- Once your MR is received by Pinon Properties, we will respond to it within 24 hours during normal business hours by updating the MR you submitted.
- If we determine the issue is your responsibility we will let you know, otherwise we will create a work order and email the vendor a copy and respond to you that a vendor has been contacted. The vendor will contact you to schedule an appointment.
- If you have not heard from the vendor to schedule the appointment within 24 hours, please call the vendor at the phone number listed on the updated MR you received from us. If you do not receive an update to your MR within 24 hours, please call your assigned Property Manager.
- Please note, it is your responsibility to provide access for the vendor. Most vendors require 24 hours-notice to cancel or change an appointment, if you do not provide access and/or miss an appointment you, the tenant, will be responsible to pay vendor cancellation fees.

Please Note: If it is determined that this repair is not the Property Owner's responsibility, you the tenant will be responsible for paying the vendor. Please read the Trouble Shooting Guide below prior to submitting a maintenance request.

If this is an **emergency** follow the instructions below and then call our office at 505-375-1311 and we will address the issue as soon as possible.

- If this is in regard to a Water Emergency, please immediately shut off the water to the problem area. Water shut-offs are located on the water lines to toilets, sinks, water heaters, refrigerators, etc within the home. If you are unable to turn off the water line or if this does not stop the water flow, please call the City of Santa Fe Water Department for an Emergency Turn Off at 505-955-4333. They are on-call 24/7. Then complete the online MR form so your property manager can contact you and can send a Plumber if necessary.
- If you are reporting a Gas Leak, please immediately call NM Gas at 1-888-664-2726, ext 1. Then complete the on-line MR form so that we are notified about the issue.
- If this is an Electrical Emergency dial 888-DIAL-PNM. Then complete the on-line MR form so that we are notified about the issue.

Before completing the MR form, please read the troubleshooting guide provided below. Completing these steps can save you time and money! **Tenants may be charged for a service call if the service person determines that the tenant failed to perform routine maintenance tasks as outlined below.**

We ask that you attempt to solve some simple issues yourself. Remember, this is not assisted living.

### Troubleshooting Guide

Smoke Detectors won't work when tested: Press the test button or test with approved smoke detector smoke spray, replace battery.

Smoke Detector beeps: replace battery.

No power to plugs or switches: Check and reset breaker panel. Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathrooms, utility rooms, and garages). Check if plug works off a wall switch. Call PNM

246-5600 to check if there is an outage in your area.

Garbage disposal doesn't work: When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from wall. Mounted on the side of the disposal or side of cabinet may be an Allen Wrench. Put the wrench in the center shaft and gently twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test.

No hot water: Check breaker in power panel and reset if tripped. Check the temperature setting on the water heater and make sure it is set to a medium temperature, not on low or vacation mode. Check that the pilot is lit.

Plumbing or fixtures leak: Turn off water fixture, turn off water at supply line and submit a maintenance request immediately.

Toilet is plugged: Plunge and test.

No heat: Check thermostat(s). Check that furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located in or near the furnace room). Check the boiler to assure it is operating. Did you pay your utilities on time or issue an order to disconnect the utility?

Dishwasher won't drain: Clean food out of bottom of dishwasher.

Dishwasher grinds or no water is coming in: Turn off, if no water is on the bottom pour two large glasses of water into the bottom and re-start. If problem continues, call your property manager and discontinue use.

Calcium build-up in Dishwasher: Pour a little bit of vinegar in the dishwasher and run while empty.

Refrigerator too warm or too cold: Check if thermostat in refrigerator is set correctly.

No Air conditioning: (For refrigerated air only) Check all circuit breakers. Clean and replace filter and test. OR (For Swamp Coolers) Report if fan is blowing air or not or report if fan is blowing but the air is warm. Make sure at least one window is slightly open.

No electricity: Check all breakers, flip them hard to the OFF position and then hard to the ON position.

Filters: It is the tenant's responsibility to change refrigerator, furnace, dishwasher, whole house or other filters.