



How do I pay my rent?

Rent can be paid online through our convenient, easy to use Tenant Portal. Within the first week of your lease, you will receive an email inviting you to register for your tenant portal. Once logged in you can enter your bank account information (this information does remain private and can only be seen by you.) There you will see an option to make 1 time payments or establish reoccurring monthly payments for your convenience.

Is there an after hours/ weekend drop box?

A light gray drop slot is located outside our office on the left door. There is a slit in the top of the the left hand side of the door.

How do I request a repair?

A maintenance request can be made through the Tenant Portal. The Chio-Morales Team maintenance desk will then be notified of your request immediately. All maintenance requests must be submitted through the website (no exceptions). Only requests submitted through the tenant portal will be addressed. Emergency requests will take priority.

I have an after-hours or weekend maintenance request. Should I call the emergency line?

Only certain requests will be responded to after hours or on the weekend as listed below. All other requests need to be submitted online through our 24hour Tenant Portal. See the "Maintenance Request Information" form for further information. Busted water pipes (excluding dripping faucets and slow drains) Roof leaks (*Houses with 1 hvac unit during extreme temperatures (please note: HVAC tech will come based on their availability)* Fires, and Gas leaks.

Can I paint walls?

With prior authorization walls can be painted. Authorization by the owner and The Chio-Morales Team must be provide in advance. You will need to send in a paint request through your online tenant portal with the paint color (provided with a picture of paint sample) and the wall to be painted. Tenants are responsible for the quality of workmanship and will be held responsible for repairs upon move out.



Is the owner responsible for pest control?

The tenant is responsible for all pest control unless otherwise indicated.

Can the lease go “Month to Month” at the end of the lease term? -

The lease will automatically continue on month to month at the end of the lease term should we not receive any notice of your intentions as required by your lease. At this time your lease will be increased by up to 20% of the rental amount. The Chio-Morales Team will contact you prior to confirm your intentions. Should the tenant want to be request a Month To Month lease there will be an increase to the rental amount of \$75 per month. Month to Month lease terms are only allowed for up to 6 months at which time tenant must decide to sign for another year or provide property manager with 30 day notice to vacate.

What if the Tenant Portal is not working?

If you are unable to log in the tenant portal please use the “Reset Password” button located on the Tenant Portal login page. Once your password has been reset, you will receive an email to reset your password. Please note that tenant portal information will be sent to the email address given on the rental application.

Does the house come “As Is”?

All properties come “as is” unless otherwise stated in writing by the landlord.

Is there a Pet Deposit?

If the house is pet friendly, there is a refundable pet deposit of \$300 per pet. The Chio-Morales Team must approve all pets prior to the pets entering the home. The Chio-Morales Team also requires a pet application, pet addendum, a picture of pet, and up to date shot records be kept on file while pet is occupying the premises. The tenant is responsible for all damage caused by pets.

When should I expect my security deposit back?

Nevada law allows up to 30 days commencing at the time of move out to refund a security deposit to a tenant. We ask that tenant’s update their information, to include a new address, prior to your move out inspection date to cmtcontractdesk@gmail.com. We will use this address when returning any monies due.



What is the best way to contact The Chio-Morales Team?

Email is the best way to contact The Chio-Morales Team. You may call our office at 702.566.7227 (Monday through Friday 8 am to 4:30 pm). Due to the high volume of calls we receive, we are often able to respond to emails faster. Please do not text the office number or direct line numbers as these number do not receive text messages.