



Access Realty LLC.

*2301 E. Winery Rd. Suite #101 & #102
Pahrump, NV 89048*

Dearest Access Realty Tenant(s),

This is a courtesy letter from our staff to inform you of our new “*Emergency Maintenance Phone Number*”. This Phone will be available for all tenants to call and report any emergency maintenance needs you may have, day or night. Please understand that this number is for **EMERGENCIES ONLY AND SHOULD ONLY BE CALLED WHEN THE ACCESS REALTY OFFICE IS CLOSED OR CANNOT BE REACHED.** Any emergency and non-emergency maintenance issues will still need to be submitted through the office during regular business hours. You can also submit a maintenance request online on your tenant website at; <https://residentwebaccess.rentmanager.com/CustomerLogin.aspx> using your online username and password. Please make sure you do not submit any Emergency or High priority maintenance issues online as it may take 1-2 days to receive the maintenance request.

On the attached pages we have listed examples of what constitutes an “emergency maintenance request” and important information you should be aware of regarding your rental property. That information is for reference purposes only and in the case of any major emergency situation please call 911 prior to contacting Access Realty.

If you have any question please contact our office at the number below. Thank-you and we truly appreciate your future cooperation and patience regarding any maintenance issues.

Respectfully,
Access Realty Property Management Department.

Office Phone: (775)-727-2332
Emergency Maintenance Phone: (775)-253-1191



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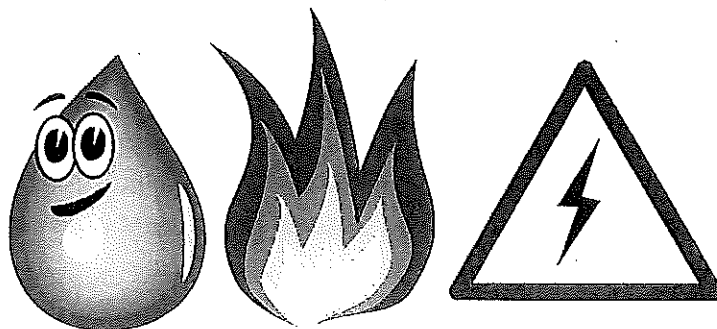
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BE AWARE & LEARN ABOUT YOUR RENTAL PROPERTY: THINGS YOU SHOULD KNOW!

1. You will want to learn where certain things are in your rental home for example;
 - a. If a major leak occurs you will want to know how to shut off the water main until help arrives.
 - b. If a gas leak has occurred you will need to shut off the gas supply valve.
 - c. If the electric goes out learn where the main breaker is to see if this has been tripped.

2. If you are in a rental home with a well/septic it is very important to WRAP YOUR WELL PIPES in the winter. Even though Southern Nevada does not generally get extremely low temperatures, well pipes are sometimes exposed and will freeze, this sometimes will cause the pipes to burst and can cause major damage.

3. Always change you're a/c filters every 30-45 days. This is very important as you're A/C-Heating unit needs air flow. A dirty filter will impede the flow of air and make it work harder to keep you comfortable, and this can cause the unit major issues. Did you know that a clean filter also REDUCES YOUR ENERGY COSTS AND IMPORVES YOUR INDOOR AIR QUALITY. It also keeps dust from entering your system. An accumulation of dust and grime on your system's components can lead to inefficiency and premature failure.





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What is considered a "Maintenance Emergency?"

Emergency maintenance is any maintenance task performed in response to an unanticipated defect endangering life or the rental property. Emergency situations have the highest priority of all maintenance related work which is why we have provided this 24/7 emergency line for our tenants.

Typical maintenance emergencies include, but are not limited to:

- A. **Fires:** (NOTE: In the case of a fire emergency, always call 911 first for safety, then Access Realty to report the situation.)
- B. **Gas Leaks:** (NOTE: In the case of a gas leak, always call local emergency services first to come out and assess any dangers, as gas is an invisible substance and can potentially serve harm if not assessed right away. Once they have assured safety for you and your family, Please call and report the issue to Access Realty.)
- C. **Individual unit power failure:** (NOTE: Please remember that this situation can be as simple as a tripped breaker. Always check the breakers prior to calling in this issue to Access Realty.)
- D. **Water leaks or breakage of water supply lines:** (Note: In some situations water lines are sometimes non visible. And in the case a water line breaks inside a wall this sometimes is hard to notice and can cause major damage. Please be aware that, paint on walls starting to sag, water bubbles, water marks on walls/ or ceilings, or if your hear dripping / flowing water that is abnormal, these are all signs of major water leaks. If this ever occurs please call Access Realty immediately)
- E. **Sewage problems:**
- F. **A/C or Heating unit failure:** (NOTE: If your A/C fails and it is in the triple digits this does constitute as a high priority call but please understand that this type of situation requires an experienced licensed company. We understand you want it fixed right away, but please be patient as we have to call into the proper contractors and get it scheduled. We can usually get these problems taken care of within 24 hrs. but in extreme heats, A/C companies are usually very busy. So in the case this does happen on a very hot day and the repair man cannot get out right away, please try and find a cooler place to go to until the vendor is scheduled to come to your property. (Vice versa for heating issues on a very cold day)