



We would like to take a moment to congratulate you on your new rental home!

At Black & Cherry Real Estate Group and Property Management we pride ourselves on being efficient, progressive, and always friendly to work with. The following information is provided to ensure that the transition to your new home is as smooth as possible:

When is rent due?

Rent is due on the 1st of each month and is considered late on the 2nd and late fee will be applied on the 3rd of each month. Please note this timeline includes weekends and holidays. Please refer to your lease for further information. * Please make sure to include any required utility payments for trash/ sewer if applicable.

How Do I Pay Rent?

Rent can be paid thru your online Tenant Portal, via Bill Pay (please see page 2), or by money order/ cashier's check. Please make all funds payable to: **Black & Cherry Real Estate Group**. *We do not accept cash or personal checks*. You may mail or drop off payments, in the above form, to our office: **2421 W. Horizon Ridge Pkwy #2421 Henderson, NV 89052**- We are open M-F 9am-5pm, excluding holidays.

Important notes regarding rent payment:

- Place your name and property address on the money order or cashier's check to ensure that you are properly credited with rental payment.
- Review your check or money order and ensure it has the names of payer and payee.
- Partial payments are not accepted.
- If your online or Bill Pay rent payment is returned for insufficient funds (NSF), you will be responsible for all charges, including NSF, late and posting fees as per your Lease Agreement. Your account status will also be changed to money order/ cashier's check **ONLY** status.

Can I Make My Rental Payments Online?

Online rental payments are currently available through our Tenant Portal. You **MUST** provide an e-mail address to our office in order to have this option available to you. Once an e-mail address is provided, instructions will be sent to you via-email.

Contact Us! 702-795-4663

For General Maintenance Service Requests:

Please Email: RepairMyRental@gmail.com- ALL repair requests MUST be in writing

EMERGENCY Maintenance Requests:

Please Call: **702.795.4663** for 24/7 Response

****In case of a medical, fire, or other emergency, dial 911.**