



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.

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*. Please send rental payments to the address below:

Please mail all payments to:

**Black & Cherry Real Estate Group
10300 W. Charleston Blvd #13-274 Las Vegas, NV 89135**

*This is a PO Box, so you may NOT drop off rent at this location):

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!





Please contact us should you have any questions, concerns, or require maintenance service for your home. Please see below for important numbers you may need:

Black & Cherry Real Estate Group and Property Management

2421 W. Horizon Ridge Pkwy #110 Henderson, NV 89052

Office: (702) 795-4663 | Fax: (702) 795-4664

VegasRentalHomes@gmail.com- Anna

We want your experience to be as carefree as possible, and would like to help you keep everything in great condition. A member of our maintenance team will respond as soon as possible should your home require service. Please be sure to report matters needing attention, right away!

While you are responsible for minor maintenance in and around your property, please let us take care of all major maintenance issues. You may be held liable for any damage done to the property should you or someone not contracted by Black & Cherry Real Estate Group make repairs. Please refer to your lease agreement.

For General Maintenance Service Requests:

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

You are also welcome to call our main office if you do not have e-mail access for a maintenance service request. Our office is open Monday-Friday from 9:00 am- 5:00 pm- Please Call: 702.795.4663

EMERGENCY Maintenance Requests:

Please Call: 702.795.4663 for 24/7 Response

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

We look forward to working with you and would also love to assist you, a friend, co-worker or family member with *all* of your real estate and property mgmt needs- Please feel free to contact us with any questions at all!

