

// ORANGE REALTY GROUP

Unit Turns **VS** Normal Repairs

Presented by: Tony Plantone





// PROPERTY MANAGEMENT

Property management is the daily, third-party oversight of residential, commercial, or industrial real estate. We handle tasks like leasing, maintenance, rent collection, and tenant relations to maximize property value and income.



Regular property maintenance is a very important factor and can make the difference between a happy and a disgruntled tenant. When A tenant moves out, it is a stressful period for owners and require quick and efficient actions to minimize the vacancy.

To make sure these issues are handled quickly and effectively. Orange has made two separate teams with assistance from our Leasing and Support teams. A Unit Turn Team and a Day-to-Day Maintenance team.



"A Great Property Manager Is Key To Success In Real Estate"

— ROBERT KIYOSAKI

Organizational Chart



Jason Mattson
Owner & Broker



Jenny Mattson
Director of Strategic Projects



Adam Wotell
Director of Operations



Nikki Kruchten
Broker Assistant, Office
Manager

CLIENT RELATIONS



Sandra Cater
Owner & Resident Relations
Coordinator



Jackie Garcia
Owner & Resident Relations
Coordinator

LEASING



Carlos Gonzalez
Lead Property Manager / Bus.
Dev.



Laticia Lopez
Leasing Coordinator (marketing,
screening, new resident onboard)



Denisse Chu
Leasing Administrator (RTM)
(lease renewal)

MAINTENANCE



Kimberly Johnson
Maintenance Coordinator (vendor
management, unit turn, invoicing)



Tony Plantone
Maintenance Coordinator (move
out inspections, unit turn &
marketing photos)



Roberta Garcia
Maintenance Coordinator (daily
work order)



Fay Abergas
Maintenance Admin (RTM) (home
warranty, 7+ day follow up,
training for portfolio growth)

ACCOUNTING



Le Anne Skeen
Controller



Alyssa Kelley
Accounting / Team Coordinator



Aira Mendoza
Admin Support (RTM) | Supports Adam, Client Relations & Leasing

// THE PROCESS

Unit Turn Pipeline

01

Tenant Move outs

02

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Follow up 7 days after the tenant moves in. Reminder to submit PCR

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Day to Day maintenance handles all further requests



// TWO TEAMS

What is Day to Day Maintenance?

Day to Day Maintenance are the routine repairs and task involved with keeping the property in good condition, while a tenant is in place. Most small upkeep items are a tenant responsibility, and larger repairs will be handled by a licensed professional. This is handled by the day-to-day maintenance team through Property Meld. Tenants are informed that all requests must be submitted to get vendors dispatched.



// TWO TEAMS

What Is A Unit Turn?

A Unit Turn is when a tenant moves out and we start the process to get it ready for the next tenant. This is handled by the unit turn team. A project is created to manage the melds for the turn, and to request estimates from vendors.

There are 3 common types of move outs that we generally deal with.

- 01 Regular 30-day Notice
- 02 Early Termination of the Lease
- 03 Evictions





// TYPES OF TURNS

Regular 30-Day Notice

When a tenant's lease is coming to an end, they must provide 30-day notice on their intent to vacate the property. They will bring all keys and property items to the office on the final day of the lease and will sign a form indicating what each item returned is for, and their forwarding address. Any missing items will be charged to the tenant.

When the intent to vacate is first received, the leasing team will get the utilities set to turn on. They will schedule for the day the property becomes vacant.

We will schedule to walk the property as soon as possible, once the keys have been received.


ORANGE REALTY GROUP
Sales, Property Management & Leasing

6230 McLeod Dr. Ste 100 | Las Vegas, NV 89120 P: 702.657.0000 | F: 888.550.6684 | www.orglv.com

Date: 09/17/2026

Property Address: 6230 McLeod Dr. Ste 100 Las Vegas, NV 89120

Delivered by: Tony Plantone
Print Name

INVENTORY OF ITEMS RETURNED	ADDITIONAL INFORMATION
How Many Front Door Keys? <u>2</u>	Mailbox # <u>12</u>
How many Mailbox Keys? <u>1</u>	Parking Space # <u>#1</u>
How many Garage Door Transmitters? <u>2</u>	Gate Code: <u>#1234</u>
How many Front Gate Transmitter? <u>1</u>	Carpet Cleaning Receipt: Yes / No (circle one) "If left blank it will be considered as no"
How many Pool Key/Fob? <u>1</u>	Other: <u>1 Side Gate Key</u>
How many Gate Door keys? <u>1</u>	Total of items returned: <u>9</u>
Notes/Special Instructions: <u>The carpets were professionally cleaned. A receipt is included.</u>	
Tenant Forwarding Address: <u>621 Watiki Way, Box Elder, SD 57719</u>	
<u>Anthony Plantone</u> Office Administrator Signature	<u>Tony Plantone</u> Tenant Signature

// TYPES OF TURNS

Early Termination

On occasion, a tenant will elect to break their lease and may or may not give any notice. In these situations, the keys may not be provided, and a locksmith will be called to rekey the locks. Utilities will be ordered to be turned on as soon as possession is established.



// TYPES OF TURNS

Evictions

When a tenant fails to pay their rent, they are issued a 7-day notice to pay. If they do not perform then they are placed under Eviction.

Once the eviction has been granted. The Constable is dispatched to perform a Lock out. Any persons found inside are removed and a locksmith changes all the locks. A notice is placed informing the tenant that re-entry will result in police being called.

The locksmith delivers to keys to the office, and the move out inspection is performed.

7-DAY EVICTION NOTICE FOR FAILURE TO PAY RENT
(Para leer la versión de esta notificación en Español, vaya a <https://spanish-version>)

TO: (Land all occupants ☐ named tenant(s) only)

Property street address, city, state, zip code:

Tenant(s) telephone number: (if any)

THIS IS A LEGAL NOTICE THAT STARTS NEVADA'S EVICTION PROCESS. YOU COULD BE LOCKED OUT WITHOUT A COURT HEARING IF YOU DO NOTHING!

You have 7 days after to take action (not counting weekends and certain holidays).

YOUR DEADLINE TO ACT is by close of business.

Your landlord claims that you owe rent. You have 7 days to take action. If you do not take action by your deadline to act, the court can order your eviction without a hearing at your landlord's request.

If the court orders an eviction, the constable or sheriff will post the eviction order on your door within 24 hours and will return 24 to 36 hours later to lock you out. The eviction order and lockout can happen quickly without any more notice from your landlord.

There are 3 ways you can avoid being evicted and locked out:

- 1. You can submit an Answer to the court.** If you submit an Answer form to the court clerk by your deadline to act, the court will schedule a hearing when your landlord asks for an eviction. At the hearing, you can tell the judge why you disagree with this notice.
Submitting an Answer protects you from automatic eviction. You can fill out and submit the Answer form in person at the Las Vegas Justice Court, 200 Lewis Avenue, Las Vegas, NV 89155. You can also submit the Answer online at <https://nevada.tylerhost.net/SRL/tri/> or by scanning this QR code (choose "SUMMARY EVICTION: Tenant's Answer").
- 2. You can pay the Total Amount of Rent Owed.** If you pay your landlord the Total Amount of Rent Owed by your deadline to act, your landlord has no legal basis to evict you for that rent. Your landlord claims that the Total Amount of Rent Owed is:
Amount you owe for the current rental period: \$
Amount you owe for past rental periods you have not paid: \$
Amount you owe for late fees (cannot exceed 5% of your base rent): \$
TOTAL AMOUNT OF RENT OWED (current and past rent plus late fees): \$
- 3. You can move out of the property.** If you move out of the property by your deadline to act, your landlord has no legal basis to evict you.

(Continued on Page 2)

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For the Tenant Answer form and more information about evictions and your rights, visit www.civillawselfhelpcenter.org

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// THE PROCESS

Move out Inspection

The move out inspection consists of documenting the condition of the property, room by room, via photos and written report

This report is also used to determine what damages the tenant will be responsible for paying.

Home Inspection Key Areas



Grounds



Exterior structures



Doors and windows



Roof



Basement



Attic



Interior rooms



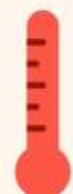
Bathrooms



Kitchen



Electrical systems



Heating and cooling



Plumbing

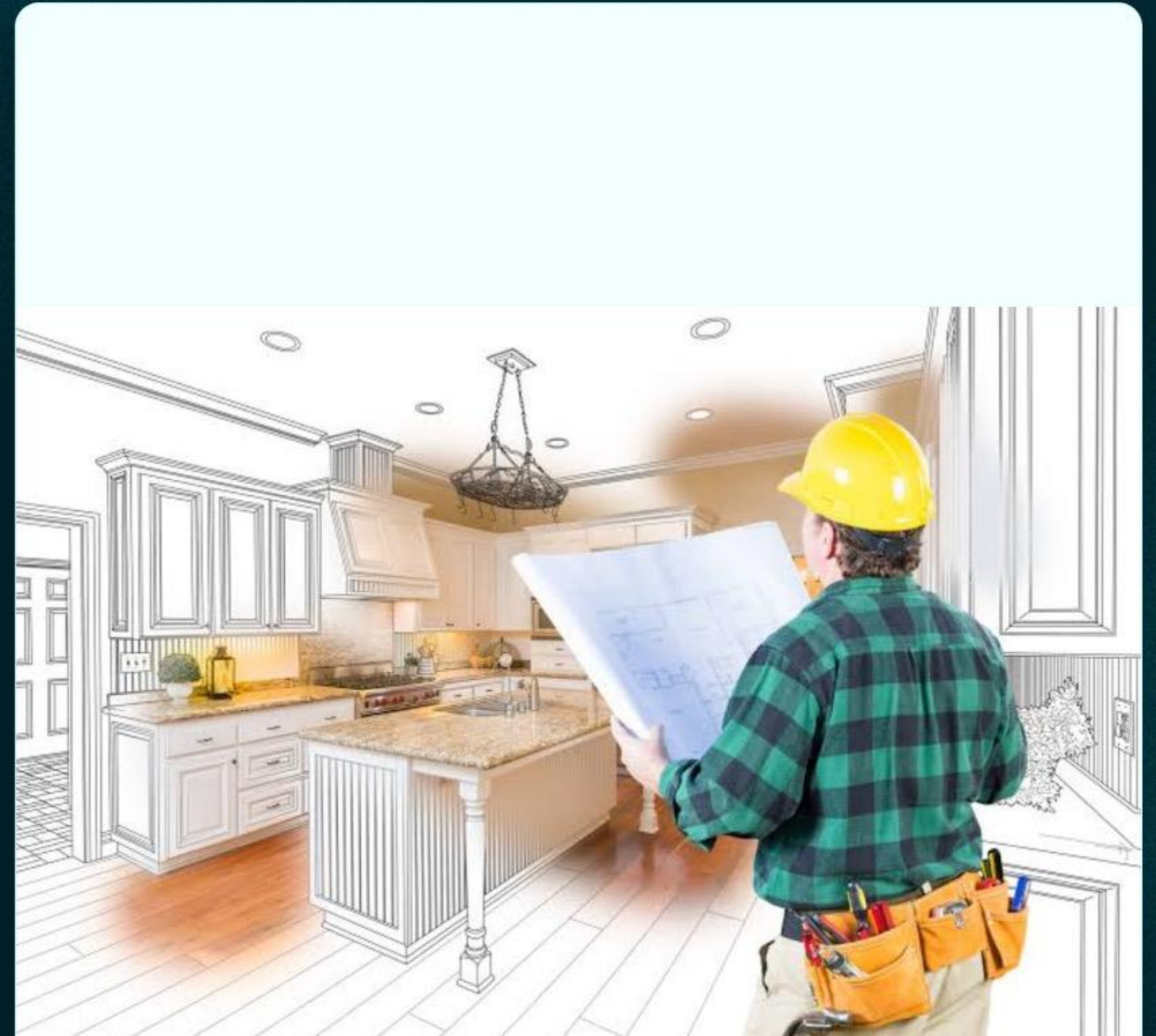
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// THE PROCESS

Estimates

Once the inspection has been completed, we request several third-party vendors to provide an estimate base on the work that is needed. We normally gather at least three estimates



// THE PROCESS

Owner Approval

Once the vendors have submitted the estimates. They are reviewed thoroughly before they are presented to the owner. For larger estimates, the Property Manager will review as well to ensure that there are no errors, or unnecessary charges. Once the vendor is approved and funds are in place to cover the full cost of the turn. The work can begin.



"You forgot to show us the most important room — room to negotiate!"



// THE PROCESS

The Unit Turn

Once Funds are in place, the work can now get started. The vendors will provide periodic updates on the project, or if there are any unexpected delays. If there are multiple vendors involved, then coordination will be needed, so that all parties can complete their portion.

Once the work has been completed, an after-repair inspection is scheduled as soon as possible. If the property is ready to be shown, then listing pictures and a video are taken.

The vendors are sent back if any issues are found. Payment is sent once all the work has been completed and verified.





// THE PROCESS

Listing

Once the work has been completed, the property will be walked to verify all the work was completed, and that the property is ready to now be shown. Photos are taken of the completed work, as well as a set for marketing.



// RECAP

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// OPEN FLOOR

Questions??



// ORANGE REALTY GROUP

Thank you!

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