



Innovative Real Estate Strategies

2595 S Cimarron Road #204

Las Vegas, NV 89117

Congratulations on your new rental home!

We're passionate about making the rental process as smooth as possible, and want to provide you with all of the information you need.

WHEN IS RENT DUE?

Rent is due on the 1st of each month and is considered late on the 3rd. This includes weekends and holidays

HOW DO I PAY RENT?

All rental payments must be done ONLINE through the tenant portal or at 7-11.

We offer two convenient ways for you to pay your rent. We know that your time is valuable and we understand that everyone's daily life schedule is different. You can now pay your rent from the comfort of your own home or even on your mobile phone if you are on the go.

OPTION #1: Pay in your tenant portal online, either on a computer or your phone

Pay with your bank account: If you use your bank account to pay, there is NO charge.

Pay with your debit or credit card: If you use your debit or credit card to pay rent online, you will be charged an additional \$27-\$30 depending on the amount of your rent. This fee is charged by the servicer, NOT by IRES, and we don't have the ability to waive this fee.



OPTION #2: Pay at 7-11 with cash

With this option, you can go to any 7 Eleven store and pay with cash.

For this option, all you need to do is provide us with your email so we can activate the Electronic Cash feature. Once we activate it, you will receive an email with a payment slip. You will then take this slip to the 7 Eleven store, they will scan the barcode on your slip and your rent will be posted to your account automatically. They will then give you a payment receipt for you records.

You can use the same slip anytime. We DO NOT charge a fee for this, however, the servicer charges a \$3.99 processing fee.

HOW DO I SUBMIT MAINTENANCE REQUESTS?

Maintenance requests can ONLY be done online. Simply login to your tenant portal and you'll be guided through the maintenance request process.

WHAT IF I HAVE A MAINTENANCE EMERGENCY?

If you have a maintenance emergency, please call 702-303-9628. **If you have a medical, fire, or other emergency, please dial 911!**

HOW DO I CONTACT IRES?

You can reach us by email at lorraine@iresvegas.com or by phone at 702-478-2236 for non-emergencies during our regular business hours.

We look forward to working with you!