

# ENTRANOSA WATER & WASTEWATER

1330 Hwy 333 – TIJERAS, NM 87059

(505) 281-8700

## RENTAL AND REAL ESTATE CONTRACT (R.E.C.) PROPERTIES POLICY AND AGREEMENT

Entranosa Water & Wastewater is a member-owned Association. According to our By-Laws, the Association is to serve only its members. We serve rental and real estate contract (“R.E.C.”) properties as a courtesy to our members. Entranosa will set up a sub-account in the name of the resident (“tenant”) on the rental or R.E.C. property under the member’s account. The following procedures will be followed and enforced on all rental and R.E.C. properties:

- ◆ As the member of the Association, it is the owner’s responsibility to advise Entranosa of any changes of residence to the serviced property. Before an account can be set up for a tenant, the member must confirm to Entranosa who is residing at the property.
- ◆ All members who have rental or R.E.C. properties will receive a copy of their tenant’s monthly bills. This is done to keep the member informed as to the status of their tenant’s account.
- ◆ Cut-off notices, on the monthly bill, are sent to tenants if their account is past due. Payment must be made in full by the due date of the cut-off notice. A copy of the cut-off notice will also be sent to the member.
- ◆ There is a tenant setup fee of \$35.00(+tax) each time the tenant changes. This fee must be paid in advance before the tenant can receive water from Entranosa at the rental or R.E.C. property.
- ◆ Delinquent payment, pull meter/lock meter, returned checks and leak adjustment policies will be enforced on the member’s account regardless of the tenant’s control of the property. Failure to pay account in full will result in disconnection of service, meter removal and possible termination of membership. Copies of these policies will be provided to the member with this agreement and to each new tenant.
- ◆ When a tenant is leaving a property, please contact our office at least 24 hours prior to the tenant leaving with the following information: moving date, forwarding address, and forwarding phone number. We will get a final reading and process a final bill. At that time, the final bill will be sent to the tenant and all balances after 30 days will be automatically transferred to the member’s account.
- ◆ All balances must be paid in full prior to setting up another tenant/R.E.C. sub-account.

**WE WILL NOT PURSUE FINAL BILLS FROM TENANTS! THE  
MEMBER WILL BE RESPONSIBLE FOR ALL UNPAID BALANCES!**

I HAVE CAREFULLY READ THIS POLICY AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS POLICY AND AGREEMENT ARE LEGALLY BINDING, AND I SIGN IT OF MY OWN FREE WILL. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT AND POLICIES.

**ACCEPTED: ENTRANOSA WATER & WASTEWATER**

**MEMBER OR PROPERTY MANAGEMENT REPRESENTATIVE**

BY: \_\_\_\_\_  
Signature  
\_\_\_\_\_  
Printed Name

NAME: \_\_\_\_\_  
Signature  
\_\_\_\_\_  
Printed Name

TITLE: CEO \_\_\_\_\_

\_\_\_\_\_  
Property Management

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
(Mailing) \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_

E-MAIL \_\_\_\_\_

DATE: \_\_\_\_\_

TENANT NAME: \_\_\_\_\_

Signature

\_\_\_\_\_  
Printed Name

PROPERTY ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
HOME PHONE: \_\_\_\_\_

WORK PHONE: \_\_\_\_\_

E-MAIL \_\_\_\_\_

DATE: \_\_\_\_\_

**Approved by the Board of Directors April 18, 2019**