

Property Profiles Inc.

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Aiea, Hawaii 96701

Web site: www.pprofiles.com

Property Management **Services**

INTRODUCTION

*Thank you for showing interest in **PROPERTY PROFILES INC.**'s property management services.*

If you are having a problem with your rental unit, or are contemplating purchasing an investment property and need someone to manage it for you, you've come to the right place. We can solve your problems!

*Our primary objective is to **protect and enhance the value of your investment.***

*On the following pages, we try to describe to you in brief, **who** we are, **what** we do, and **how** we do it. We hope this information will show you that we are experienced property managers who will be able to take care of your properties.*

Thank you for inquiring with us.

Mahalo,

*Berton Hamamoto ABR, CRB, CRS, CFP
President*

**Our Primary objective is to Protect and Enhance the
Value of
Your Investment.**

EXPERIENCE AND TRAINING:

We have over **28 years of rental management experience**. Our portfolio includes condos, single family homes, townhouses, apartment buildings, commercial spaces and warehouses.

We require our property managers **to keep abreast of the changing laws and current issues** through training meetings, seminars, and continuing education classes.

Our agents are **full-time Realtors**, this policy insures that **they are committed to managing your property and not just collecting fees**.

Being members of the National Association of Realtors (NAR), we are required to abide by a strict **code of ethics**. From 1997 to 2003, our Principal Broker had been a member of the Grievance Committee for the Honolulu Board of Realtors, and Chairman of that committee for 4 years. Currently, the head of our Property Management division was a committee member. This committee is in charge of reviewing all complaints dealing with the Code of Ethics.

We are also members of the NARPM (National Association of Residential Property Managers) organization, as well as the NARPM Oahu Chapter. The head of our Property Management division was the 2007 President of the Oahu Chapter.

We are also looked upon to teach others in our industry about property management. There are currently 3 qualified Graduate Realtor Institute (GRI) instructors for Property Management in the State of Hawaii. We have two of them in our office.

Our goals are to: 1) maximize rental income 2) preserve the property 3) keep the client happy!

AFFILIATIONS AND LICENSES:

Our Property Managers are fully licensed and are members of the : **Honolulu Board of Realtors, Hawaii Association of Realtors and the National Association of Realtors.** Our Principal Broker was the 2007 President of the Honolulu Board of Realtors, and will be the 2011 President of the Hawaii Association of REALTORS®.

HOW DO WE MARKET YOUR PROPERTY TO PROSPECTIVE TENANTS?:

We understand the importance of renting your unit as soon as possible. Our goal is to get the highest rent in the least amount of time after a tenant moves out.

We always try to start advertising before the tenant has moved. **On many occasions we've rented the unit even before the unit has been vacated.**

Before we begin to market your property we do a **thorough rental comparison** in the specific area that it is located. This insures that we get the best rents possible. We compare your property to the competition, often preview those properties that are currently on the market, and call those ads to see what the activity has been.

Once we both agree on the rental price, we start to formulate our advertising campaign. We use a variety of vehicles to let people know that the unit is for rent. This may include advertising in the newspaper, off-base housing (for the military), various rental agencies, bulletin boards, signs, *internet ads*, *e-mail*, and networking with others.

We require all tenants to furnish us with current credit reports.

TENANT SELECTION PROCESS:

It is vital to any property owner that the right tenant is found. One who is responsible, conscientious, will take care of the property and who will abide by the rules set forth.

In order to accomplish this we have set up a rigorous tenant selection system:

1. We try to meet the prospective tenant face to face for an informal interview to get background information and to understand their current housing situation.
2. The tenant then fills out an application; this provides us with work and past rental history. With this information we can contact current and previous landlords, employers and personal references.
3. We then collect an application fee from the tenant which is used to run a credit and screening criteria report.

A properly screened tenant is one who would most likely pay rent on time, not destroy the property nor abandon the premise at the end of the lease.

Once we think we have found a good tenant, we then make arrangements to sign a lease and collect a deposit.

Through the lease signing process, we go over the lease, addendum to the rental lease, and any additional addendum's, ***line by line*** to make sure they understand the terms and conditions of our contract.

Before the tenant moves into the property, we go to the unit to do an extensive inventory and condition report. This usually takes us about ***1 to 2 hours*** to do! After it's completed, we have the tenant review the report, make any amendments to it, then sign it acknowledging that this is the condition they are receiving the unit in.

**Volume of business translates to discounted rates,
And savings for you!**

WHAT ARE THE BENEFITS OF USING PROPERTY PROFILES INC.?

1. **Maximum Rental Income:** because we have a keen understanding of the rental market and current rents being charged, we tend to get better rental income for our owners with less vacancy time.

2. **Save You Money:** because of the volume of business we refer to our vendors and repair companies we often receive discounts which are passed on to you.

We also advertise on the internet on various web sites and search engines, this is currently free of charge to our clients.

3. **No Hassling with Tenants:** we handle all relations and correspondence that concern tenants. That means no 3:00 a.m. emergency calls, no one yelling at you over the phone, no one threatening to come to your house . You will never have to speak or deal with them unless you want to.

4. **We find the Right Tenant (those who are responsible and will take care of your investment):** because we have a proven tenant selection system, the percentage of "bad tenants" diminishes.

5. **Less Vacancies:** our access to the many vehicles to market your property, and our ability to show properties numerous times a week to get it rented, even after business hours and on weekends, means your unit gets rented quicker.

6. **Less Liability:** we keep updated on current and pending laws. We are guided by the Landlord Tenant Code (HRS 521) as well as other sections of the Hawaii Revised Statutes (HRS 515 and HRS 666). Most landlords have no idea of what is included in these sections of the law and do not know if they are breaking the law when they do property management themselves.

**Our easy to read 12 month report can be given to your
accountant for tax preparation!**

7. **Less Stress in your life:** we'll take care of everything! You can take off to Paris or Las Vegas without worrying about rents being paid, emergency repairs, or whether the tenant will skip out of town while you are gone.

COMPUTERIZED RECORDS:

Our fully computerized bookkeeping service insures that **your monthly rental checks are distributed on a timely basis.** Included with your checks are bills that were paid out that month, along with a detailed owner's statement.

A year end, 12 month itemized statement is prepared for tax purposes.

Your accountant will have all the information that he needs to fill out your tax return!

We offer automatic bill paying services to tenants so rents are automatically withdrawn from their account each month.

We also offer direct deposits for owners! Statements will be mailed to you and your monies will be automatically deposited into your account each month.

We use standardized rental leases and important addendums!

Here are the forms that we use
when renting our units:

- A. Rental agreement
- B. Addendums- to Rental Lease; Lead-Based Paint;
Pet
- C. Inventory and Condition Form
- D. General Cleaning Guide
- E. House Rules