

Our Services include:

RENT COLLECTION:

Timely rent collection is one of our highest priorities. Rent is due on the first day of each month, however, residents are allowed a grace period until the third day of the month. On the third of the month if we have not received the rent in our office, we make a reminder phone call. In the unusual event that standard collection procedures are not effective and tenant has not made a satisfactory attempt to get their rent paid, eviction proceedings may begin as early as the fifth day of the month, depending upon the resident's history with this organization and our communication with the owner.

WE HANDLE MAINTENANCE REQUESTS:

All maintenance requests are directed to our office. The resident is quizzed briefly regarding the nature of their request and to determine whether the problem can be solved without professional assistance. If professional assistance is required, the proper service person/company/ representative is sent to the property. We do request owners either keep a minimum balance of \$500 in funds on account with us to be used toward repairs or maintain a Home Warranty Policy to help keep repair costs to a minimum. We also have general maintenance contacts that we call out for repairs, keeping in mind the service that will be most cost-effective for the property owner.

AUDIT AND PAY BILLS:

Invoices for service are audited upon receipt for correct service address, correct billing rate, correct work completed, etc. Once corrected, the bill is approved and paid from rents collected. Invoices for services are paid at the amount billed – we do not “upcharge” an additional percentage or fee on these items.

OWNER STATEMENT:

Owner statements are prepared on or by the tenth day of the month for the previous month's activity. These statements show all receipts, disbursements, and the ending balance. At year's end you will be sent a Year End statement and a Form 1099 Misc. for tax purposes.

NEGOTIATION WITH RESIDENTS:

Lease questions and disputes are negotiated with residents and, when expedient, compromised or settled. Occasionally, concessions to residents may be deemed necessary for the best interest of the owner and the property. When major changes or concessions are at issue, we will consult with the owner before proceeding.

OWNER CONSULTATION:

For major repairs of over \$200.00, the owner is consulted for approval. Minor repairs and emergencies that could result in major property damage or liability are addressed according to the best judgment of the broker and property manager. If desired, we are happy to provide the owner with an assessment of the relative market competitiveness of their property, and advice on how a property might be made more profitable.

HOMEOWNER'S ASSOCIATION:

If your property is in a Home Owners Association, we ask that you provide to us the HOA information and rules packet that we can share with the tenant to ensure that the tenant has knowledge of what is expected of them and what perks may be available to them within the subdivision. Also inform the HOA that we are managing the property and have them copy any notices regarding violations or changes to us. You should verify with us and them whether you wish to continue to pay the dues yourself or if you wish us to pay the dues and deduct them from your proceeds.

EQUAL HOUSING OPPORTUNITY:

Our office adheres strictly to the US Department of Housing and Urban Development's Federal Fair Housing Code and the National Association of Realtor's Code for Equal Opportunity.

Management Fees

Our fee to list and lease your property is 75% of first month's rent. (Minimum of \$750) That fee covers walking the property and discussing with you what may need to be done to get it ready for the market, measuring, photographing, submitting the property to MLS and advertising on many other real estate websites, screening your tenants and preparing the lease and addenda. If the tenant is represented by another agent, we cover their fee for bringing the tenant to us. Each month thereafter our monthly fee is 8% of rental amount if your property is located within 10 driving miles of our Keller office. If it is 10 to 25 miles, the fee is 10% monthly. Anything over 25 miles would be on a case to case basis.

Our Fees Cover:

Normal interaction between our office, the tenant and you the owner, including property accounting are covered by the monthly fee. When necessary we will make up to two monthly trips to the property to check on maintenance issues, etc. However, if we are asked to make additional trips to help facilitate upgrades, updates, repairs or handle issues beyond the norm you will incur additional management trip charges of \$25 per trip. We will do all we can to make sure that the tenant fulfills their lease as agreed, however if we get to the point of needing to evict the tenant we will charge you all court fees and our fee for attending court on your behalf.