



### Property Management Services Detail

Premium Package - 10% Gross Monthly Rent - Includes All Services Listed Below

NO File Set-Up Fee NO Tenant Acquisition Fee NO Lease Renewal Fee

Service	Description
File Set Up (FREE)	This covers all of the initial set up of a property management file with our company which includes administrative paperwork, banking, regulatory materials, initial property inspection and report for file, as well as professionally maintained account ledgers and history for each property
Tenant Acquisition (FREE)	There is no cost to the owner for the marketing of the property. We pay for signage, Multiple Listing Service (MLS), and various internet services. We do not charge a tenant acquisition fee with the "Premium Package", as we will cover the cost of paying our agent as well as any outside agents who bring a tenant through a "fee" service such as the MLS.
Lease Renewal (FREE)	This covers the negotiations for any lease renewals and annual rent increases. For each week that your property sits vacant, you lose 2% of your ANNUAL rental income! Renewing a lease with a great tenant and avoiding any downtime is a huge benefit to our property owners. There is no charge for this valuable service with the "Premium Package".
Professional Advertising with video	Our professional experience in tenant acquisition makes our advertisements stand out from the crowd, helping us find tenants faster, and saving you time and money. Includes professional photos / video.
Marketing to Over 150 Websites & MLS	Our technology allows us to market your rental property directly to prospective renters online. The results can be measured, monitored, and adjusted for maximum effectiveness, keeping your vacancy rate low. We also advertise on fee based services such as the MLS, where we will pay co-operating brokers and agents a fee to help us find a place a highly qualified tenant for your property.
Open House	An Open House is a long-standing tradition that has proven more effective at attracting potential tenants than online marketing alone. Before each open house, the yard and patios are cleaned, all the clutter is removed, and other items such as potted flowers will be used to improve the property appearance, if necessary. During the open house, we will point out the advantages of the property and its selling points to potential tenants, as well as get to know the potential tenants in order to recommend the most suitable tenant for your property.
Prospective Tenant Credit Check	It is extremely important to use a proven and reliable tenant screening service to check a prospective tenant's credit history, credit score, social security number, judgments, collections, previous landlords, previous address history, employment and possible identity fraud issues. A comprehensive credit check is expensive. However, due diligence can significantly lower the risk of bounced checks, late payments, evictions and damage to your property.
Prospective Tenant Background Check	A proper background check takes time and money, however, it can make choosing the right tenant easier, safer and more profitable. We check tenant criminal records, do a 50-state eviction search, check the sex offender registry, and look for bankruptcy filings and outstanding liens.



Move In/ Move Out Property Inspection with video	Our five-page Move In/ Move Out Inspection checklist covers the status of every room in great detail, from floors and ceilings, to windows, to doors and cabinets, to the overall cleanliness of the unit. In addition, we take digital photos to use as evidence of property condition at move in and move out. The form, with photos and video, is signed by our property manager and the tenant. The cost of repairing any damage to the property will be deducted from the tenant's security deposit at move out, to the maximum extent allowable by law.
Rent Collection	Our automated rent collection tool eliminates the costly and time consuming processes related with traditional rent collection. It offers tenant ease of payment, while offering you ease of receipt, uniformity, security of cash flow, reliable record keeping, timely notification of non-payment or late payment and cost-effectiveness.
Direct Deposit of Rent by 10 <sup>th</sup> of month	Direct Deposit automatically places rent money and other funds collected from your rental property into your checking, savings or money market account. This convenient, secure service is a real time saver.
Monthly Financial Statement via e-mail	Our Monthly Financial Statement provides a snapshot of your property's beginning balance, credits/debits, other transactions and ending balance in an easy-to-interpret format. This monthly accounting report provides you with a completely transparent overview of your property's financial condition. Monthly statements sent electronically or via US Mail. Statements are also available for viewing 24/7 via our website through your secure "owners portal".
Annual Property Inspection Service	The Annual Property Inspection will check the roof, basement, HVAC, water heater, plumbing, electrical and other aspects of the building's interior and exterior. The annual inspection report provides useful knowledge about the condition of your property. The annual property inspection does not assess future condition, efficiency or life expectancy of systems or components. Instead, it is designed to inspect for items that require extensive repairs and preventive general maintenance, as well as fire and safety issues.
24/7 Maintenance Emergency Hotline	Unforeseen problems with plumbing, electrical, HVAC, appliances, building structure and security can happen anytime and can be very expensive, especially when you don't know who to call. For your convenience and peace of mind, our 24/7 Maintenance Emergency Hotline provides tenants with a direct phone number to reach one of our licensed specialists for after-hour maintenance emergencies.
Tenant Eviction Management	The California eviction process is precisely defined to protect the rights of a tenant. If procedures are not followed exactly, the process may have to start over again, costing you both time and money. Due diligence in tenant screening can minimize the need to evict tenant, but it is not foolproof. In the unlikely event you need to commence an unlawful detainer action, we will assist you in retaining a local licensed attorney to carry out the eviction process in full compliance with state and local law.
Satisfaction Guaranteed	If you are not completely satisfied with our service within the first 90 days, we will refund you any property management fees that have been collected, with no questions asked and no hard feelings.

Need something more, or different, for your rental property? We can customize a property management package to suit your needs and budget. [Contact us](#) to get more information and a free property management consultation.