

	Basic Package	Premium Package	Total Care Package
	6% Gross Monthly Rent Details	8% Gross Monthly Rent Details	10% Gross Monthly Rent Details
File Set-Up Fee	\$0	\$0	\$0
Tenant Acquisition Fee	NONE!	2%	NONE!
Lease Renewal Fee	No	No	No
Professional Advertising with Video	No	Yes!	Yes!
Direct Marketing to Over 150 Websites & MLS	No	Yes!	Yes!
Open House	No, self-showing only	Yes, with licensed agent!	Yes, with licensed agent!
Prospective Tenant Credit Check	Yes!	Yes!	Yes!
Prospective Tenant Background Check	Yes!	Yes!	Yes!
Move In/Move Out Property Inspection with video	No	Yes! (video not included)	Yes!
Rent Collection	Yes!	Yes!	Yes!
Direct Deposit of Rent by 10 th of each month	Yes!	Yes!	Yes!
Monthly Financial Statements via email	Yes!	Yes!	Yes!
Property Inspection	No	Annual	Annual
24/7 Maintenance Emergency Hotline	No	Yes!	Yes!
Tenant Eviction Management	No	Billed Hourly	No charge!
100% Satisfaction Guarantee	No	Yes!	Yes!

Frequently Asked Questions regarding management packages

Q: Which package is best for me?

A: If you are a “do it yourself” type of person and don’t mind getting your hands dirty or answering emergency maintenance phone calls at 3am, the **BASIC PACKAGE** maybe right for you! The BASIC package offers you the advantage of professional tenant placement and screening with the most up to date and landlord friendly lease available in your area at a cost that is easy to live with.

If you prefer to let our professionals handle all of the dirty work, including move in/move out inspections, annual inspections, 24/7 emergency maintenance response, then the **PREMIUM PACKAGE** might be perfect for you! The **PREMIUM PACKAGE** also offers more personalized showing services and includes staffed “open houses”, listings on the Multiple Listing Service (MLS) and broker co-op commission which helps to motivate local brokers and agents to bring highly qualified tenants in a timely manner!

If you prefer the added peace of mind of services such as eviction protection, video and written move in/move out inspections, annual inspections, 24/7 emergency response and no leasing commissions, then the **TOTAL CARE PACKAGE** might be perfect for you!

Q: What is "self-showing" technology?

A: "Self-showing" technology allows interested parties to view the unit at pre-set times after passing a security and identification verification procedure. This works best for empty properties in high traffic areas.

Q: What services are included for the leasing commission?

A: The lease commission covers all services and costs related to marketing your property for lease. This includes professional photography, showing service, listing your home on the local Multiple Listing Service (MLS), screening tenants and preparing all lease agreement paperwork.

Q: I've seen "cheaper" fees advertised, isn't that better for me as an owner?

A: We know that there are our companies out there who charge less than we do. However, the reason they are forced to do this is because they cannot compete with our award winning levels of service! So yes, you end up with a discounted fee, but only because you get a much lower quality level of service (which usually ends up costing you more in the end due to lower quality tenants and less overall experience in the industry).

The difference between an experienced company and an 8% fee VS. a less experience company and a 5% fee is less than \$3.00 per day! See for yourself:

\$3K monthly rent x 8% mgmt. fee = \$240/Per month

\$3K monthly rent x 5% mgmt. fee = \$150/Per month

\$240 - \$150 = \$90/ 30 days = \$3.00 Per Day difference (or less than the price of 1 cup of coffee)!

We have been in this industry long enough to realize that you cannot have both quality service and low fees!!

Q: What is your hourly handyman rate?

A: The hourly rate for our in-house handyman is only \$65.00/per hour. Compare this to someone you might find in the yellow pages or on craigslist who will charge between \$85- \$100/Per hour (or more)!

Five Star Property Management

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