



Property Management Services Detail

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

NO File Set-Up Fee • NO Leasing Fee • NO Lease Renewal Fee

Service	Description
File Set Up Fee (None)	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.
Leasing Fee (None)	The leasing fee covers the cost of marketing the property, including signage, Multiple Listing Service (MLS) placement and various internet services as well as the cost of paying our agent as well as any outside agents who bring a tenant through a "fee" service such as the MLS. Additionally, the leasing fee covers the negotiations and drafting of the most up to date and landlord friendly lease available, customized for your specific County & City! There is no charge for this valuable service with the "Total Care Package".
Lease Renewal Fee (None)	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 "Total Care Package".
Professional Advertising with video	Our professional experience in tenant acquisition makes our advertisements stand out from the crowd, which helps us find great tenants faster!
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 & On Demand Showing via Rently	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. Additionally, we will utilize our advanced "On Demand" showing technology, whereby interested parties can view the unit at a time convenient to them.
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 HD 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 video to use as evidence of property condition at move in and move out. The form, with video retained by us, 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 th 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 Review	The Annual Property Review will check the basic health and safety functions of your property, such as ensuring that HVAC system, water heater, basic plumbing, basic electrical, windows, doors, caulking, smoke and carbon monoxide detectors are in good working order. We will also make sure that the residents are taking care of the property per the terms of the lease agreement. The annual property review does not assess future condition, efficiency or life expectancy of systems or components. For a more in-depth review, including roofs, crawlspaces, advanced electrical and plumbing; we are happy to arrange for a licensed home inspector to visit the property. Typical fees for such inspections can range between \$250 - \$500, depending on the scope of the work.
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/ Protection Plan (No charge)	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. For any tenant that we place under the "Total Care Package", we will cover the basic costs of any eviction proceeding.
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.