

	Leasing Only Package 100% One Month's Rent Details	Premium Package 8% Gross Monthly Rent Details	Total Care Package 10% Gross Monthly Rent Details
AB1482 Compliance (Statewide Rent Control)	N/A	\$150.00/Yr	Included!
Leasing Fee	100% of One Month's Rent <small>(flat fee of \$1K for screening + document prep only)</small>	25% of One Month's Rent	NONE!
Lease Renewal Fee	N/A	10% of One Month's Rent	NONE!
Professional Advertising with Video	Yes!	Yes!	Yes!
Direct Marketing to Over 150 Websites & MLS	Yes!	Yes!	Yes!
Open House & On-demand showing	Yes!	Yes!	Yes!
Prospective Tenant Credit Check	Yes!	Yes!	Yes!
Prospective Tenant Background Check	Yes!	Yes!	Yes!
Move In/Move Out Property Inspection with video	Move In Only	Yes!	Yes!
Rent Collection	No	Yes!	Yes!
Direct Deposit of Rent by 10 th of each month	No	Yes!	Yes!
Monthly Financial Statements via email	No	Yes!	Yes!
24/7 Maintenance Emergency Hotline	No	Yes!	Yes!
Annual Property Review	No	\$175.00	Free!
Tenant Eviction Management/ Protection Plan	No	Billed Hourly	Eviction Protection Plan included!
Take Over Property with Tenant In Place	N/A	100% Full Month Rent	Not Available
In Person Rent Consultation	No	\$175.00/Hr	Free!

Frequently Asked Questions regarding management packages

Q: What is AB1482 and why do I need to make sure that I am compliant?

A: AB1482 was introduced by Assemblyman David Chiu (D-San Francisco) and signed into law by Governor Gavin Newsom and has put two notable statewide tenant protections in place. First, AB1482 has extend just cause eviction protections to tenants living in residential properties not currently covered by just cause eviction laws; and second, AB1482 prohibits owners from increasing rent by more than 5%,

plus the rate of inflation, or 10% (whichever is less) more than once per 12-month period for tenants who have occupied the same unit for more than 12 months. Many property owners will now be responsible for assisting vacating tenants with relocation payments of up to (1) one full month's rent. However, there are many exemptions to AB1482, but you MUST ACT and notify your tenants if your property is found to be exempt. Failure to do so could end up costing you large amounts of time, money and stress!

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 **LEASING ONLY PACKAGE** maybe right for you! The LEASING ONLY 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 reviews, 24/7 emergency maintenance response, then the **PREMIUM PACKAGE** might be perfect for you!

And finally, if you're the type that prefers the added peace of mind of services such eviction protection, video and written move in/move out inspections, no charge annual property reviews, 24/7 emergency response and no leasing commissions, then the **TOTAL CARE PACKAGE** might be the one for you!

Q: What is "On-Demand" showing technology?

A: "On-Demand" 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 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 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** at a 10% fee VS. a **less experienced company** at a 7% fee is less than \$3.00 per day! See for yourself:

\$3K monthly rent x 10% mgmt. fee = \$300/Per month

\$3K monthly rent x 7% mgmt. fee = \$210/Per month

\$300 - \$210 = \$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 \$85.00/per hour. Compare this to someone you might find in the yellow pages or on craigslist who will charge between \$150- \$200/Per hour (or more)!

Q: What is covered by your tenant Eviction Protection Plan?

A: Our Eviction Protection Plan protects a property owner when a tenant fails to pay rent. In the event that a Five Star Property Management placed tenant fails to pay rent, we will process, serve and file all of the necessary eviction paper work and handle the entire process with our attorneys, which includes covering legal fees and court costs of up to \$2,000.

Q: How do I terminate my current property manager and hire Five Star Property Management?

A: Once you decide to change from your current property management company to Five Star Property Management, the process is actually very simple. Just call or email your existing property management company and let them know that you no longer wish to do business with them. At this time you will also need to request that your existing property management company send you all keys to the property, as well as any maintenance reserves or security deposit funds. We will then notify your tenants via mail, email and phone regarding the change in management and will instruct them on how to pay their rent, submit maintenance requests or report any other issues moving forward. That's all there is to it!



Five Star Property Management

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