

second home
**NON-RENTAL
MANAGEMENT**

AND RESIDENT ASSISTANCE SERVICES



INTERIOR

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Visit property once an month and supply electronic observation report to owner

Visual review of walls, ceilings and floors

Operate A/C and furnace seasonally to ensure proper functioning

Adjust thermostats per seasonal requirements

Run and drain reverse osmosis systems

Run water through all taps, toilets and faucets

Check for visible leaks

Rotate lights on/off and replace bulbs as needed

Check that refrigerators and freezers are cold

Water indoor plants/trees

Secure all windows/doors

Test smoke detectors and security systems

Start automobiles

Access general condition of the property for issues such as cleanliness, new and deferred maintenance items, etc



EXTERIOR

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Ensure all yard and pool services are being performed as expected

Wrap exterior pipes for freeze protection

Test all outdoor lighting

Ensure irrigation systems have no visible leaks

Bring in mail, newspapers and fliers

Take out/bring in trash receptacles

Other services as agreed



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A REAL ESTATE FIRM™



EXTRAS

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Visit home after storms to look for damaged roof tiles, visible leaks, downed trees, etc.

Supervise housekeeping

Schedule landscapers, pool services, carpet cleaners

Meet contractors/vendors

Supervise remodeling and new construction

Register with Home Owners Association as point of contact for violations or notices and to ensure timely compliance and responses

Odd job coordination, home maintenance assistance, etc

Any other needs exclusive to your home

PROPERTY MANAGEMENT SERVICES

UNLIKE MANY PROPERTY MANAGEMENT FIRMS, WE DON'T CHARGE A SETUP FEE! BUT YOU STILL NEED TO BE "SET UP." SO, HERE'S WHAT WE'LL DO FOR YOU TO GET THE BALL ROLLING:

- Full Market Analysis of your home rental and monthly rents
- On Site Mobile Evaluation of your property with digital report and photos provided
- Coordinate our vendors to clean and prep the home for leasing
- Schedule professional photography to highlight your home's best features. No cell phone photos here.
- Tenants are mobile and so are we. Your home is marketed extensively online and our mobile app makes finding your home easier than ever.
- Install monitored lock box for easy tenant showings
- Before your home even hits the market, we make sure our in-house leasing agents know its coming available to broaden interest
- Placement of our Top of the Line Yard Sign for maximum visibility
- Quick-start your listing by notifying our in-house leasing agents before it even hits the market
- Employ extensive and state of the art advertising to find the perfect tenant
- **No out of pocket! Our competitive leasing fee is only collected after we place an approved tenant**

PROPERTY MANAGEMENT IS OUR BUSINESS.
YOU CAN REST EASY KNOWING THAT
WE WILL HANDLE IT FROM HERE.

OUR MANAGEMENT FEES ARE COMPETITIVE
TO FIT YOUR INDIVIDUAL NEEDS

- Cutting edge landlord and tenant website that helps us track rents, maintenance requests, evaluation report history and more.
- Your rent proceeds come to you via electronic transfer; direct to your account
- Out of state? Different time zone? No problem. Our Landlord Online Portal is available when you need it to be, 24/7 giving you access to statements and accounting
- Are you a foreign investor subject to FIRPTA? We have you covered with local tax experts that can make sure you're compliant.
- Your year-end statements are digital and detailed

PROPERTY MANAGEMENT SERVICES

YOU WANT TO KNOW WHO YOU'RE ENTRUSTING TO LIVE IN YOUR PROPERTY AND WE'RE HERE TO HELP WITH THAT DECISION. WE PRIDE OURSELVES ON CONSISTENT AND FAIR SCREENING OF OUR TENANT APPLICANTS. HERE'S WHAT WE OFFER:

- Benefits of Premium Tenant Screening:
- We are vetted and approved to provide you with Premium Tenant Screening
- Reports are generated in seconds
- Does not require applicant participation -- Applicants do not need an email address, computer, or internet connection
- Each credit and background check includes:
 - Exclusive rental recommendation
 - Eviction history
- A full credit report with credit score. This report includes Income and Assets, Past Due Amounts, Credit Score - including the factors affecting the score, Summary of Accounts, and a breakdown of Accounts (Late payments 30 days late, 60 days late, 90 days late: Payment history).
- A complete background check and identity verification. This report checks the Most Wanted Databases, National Sex Offender Registry, US Treasury Office of Foreign Asset Control (OFAC), and criminal records by state.
- Automatic linking to the rental application
- When needed, we will request additional information from the applicant to verify their reports

TENANT IS APPROVED AND ITS TIME TO SIGN THE LEASE AND A LOT MORE:

- We execute the lease with your new tenant and collect additional information for their file
- Once the tenant executes the lease and provides payment of deposit(s), rents, fees and deposits are collected and kept in a state monitored trust account
- Your HOA (if applicable) is notified that we are your local representative and will address their concerns on your behalf
- Tenant is provided with keys/remotes and any special instructions necessary for a smooth transition
- Rent collection is made easy via our mobile friendly, secure website and conveniently located office
- Our goal is to establish open communication and excellent service to your tenants to ensure a long and successful relationship



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