

Owner Frequently Asked Questions

Why should I use a professional property manager to manage my home?

There are many reasons clients choose professional property management depending on the client's needs. Here are some of the main factors many people elect to use a professional property manager over managing themselves:

1. A professional handles maintenance and emergency repairs, allowing you to peace of mind 24 hours a day, 7 days a week.
2. A professional enforces collection of rents and serves the legal and proper notices upon tenant's failure to pay.
3. A professional knows, understands and applies the correct local, state and federal laws, keeping you out of trouble.
4. A professional knows the local markets, has an extensive network of contacts, and has advertising resources available at discounted rates. This allows us to effectively market your property to prospective tenants to get it rented as quickly as possible.
5. When you add up the possible increased rent we can often command, the discounts you receive on advertising, and the company rate we get on vendor repairs, you will often realize more money than if you managed the property by yourself.

Can I choose to not allow smokers, pets, and families with several children, etc.?

Our company complies fully with all Federal, State and local Fair Housing laws. This means you can choose to not allow pets (or approve the pets) other than a service animal (which are protected.) You may also prohibit any smoking in or on the property. You may NOT disallow or have restrictions due to children as that is a protected class member. If you have additional questions on the specifics of the Fair Housing Act, you may contact your professional or go to www.usdoj.gov/crt/housing/housing_coverage.htm.

Will I receive regular reports of activities on my property?

Absolutely! We will provide you a monthly report of rent and other income received, and maintenance, repairs, and other expenses incurred. If repairs would exceed a pre-determined amount allowed by you, you must give written approval. You also receive a year-end statement for your taxes. If you have questions regarding any statement, please do not hesitate to contact us.

Owner -- About Our Services

If you own investment/rental property, ask yourself the following questions:

- Are you aware you need to keep up with the ever-changing Fair Housing laws and other legislation regarding tenancy, including lead-based paint, toxic mold policies, and county registration/statutory agent statutes?
- Are you concerned about a tenant suing you? What attorney do you hire to represent you? What if they win? What if it amounts to treble damages?!
- Are you dealing with the monthly collection of rents, late payments, and bounced checks? Are you late on your own mortgage due to these problems?
- Do you dread the phone calls, e-mails, and physical confrontation with tenants? Are you unhappy with the tenant's care of the property or their constant minor repairs?
- Do you wish you did not have to deal with the move-in/move-out/advertising process that occurs between tenants?
- Do you struggle with the advertising and showing your vacant home, interviewing tenants, taking applications, and hope they are "perfect risks"? Do you screen the potential tenant with credit, background and criminal checks?
- Do you sometimes feel that you no longer have a life by spending all of your time collecting checks, paying vendors, and performing all of the accounting necessary on your rental?

Here are some of the things we do for you:

- Stay on top of local, state and federal landlord/tenant laws and Fair Housing laws. We also track legislative issues facing property owners and tenants.
- Track vacancy and other factors such as time-on-market, and rent values for the area, and effectively market your property through many different avenues, including several global websites on the internet.
- Create and maintain relationships with qualified vendors, including painters, roofers, electricians, plumbers, appliance repairmen, handymen, and attorneys versed in landlord/tenant issues and more.
- Provide thorough rental applications and forms that, along with a consistent verification of background, credit & criminal screening process, ensure the highest quality tenants while conforming to all applicable laws.
- Provide an industry-wide standardized lease agreement that covers you and your investment well, collect and account for rents, and confront tenants to enforce the terms of the lease.
- Perform complete accounting services for your property, to ensure a maximum return on your investment and optimum tax benefit.

This sets us apart from other property managers with:

- Comprehensive and personal service with thorough communication.
- Expert knowledge of the industry and local real estate market.
- Experience dealing with all kinds of property and tenancy issues.
- Established relationships with local services providers of all types.