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*Agent/Broker*  
*CRS—Certified Resident Specialist*  
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*ABR—Accredited Buyers Representative*  
*SRS - Senior Residential Specialist*  
*CDPE - Certified Distressed Property Expert*



# Property Management Services

## Evaluate the property and determine an accurate rental rate

- Perform detailed documentation of the interior and exterior including photos
- Offer recommendations on repairs and cosmetic improvements that maximize monthly rent
- Gather data on rental rates in the area and work with owners to determine the optimal rental rate.
- Discuss with owners the pros and cons of different policies such as accepting pets, allowing smoking etc.
- Install a lock box

## Market the property for rent

- Prepare home for rent - Owner
  - Clean home and optimize interior appeal, and manicure and maintain landscaping until property is rented. If there is a pool, owner should also continue necessary pool maintenance until rented.
- Create ads tailored to the property and advertising medium. Some of the mediums commonly used are:
  - Paid and free rental listing websites (including AHRN), print publications, signs, MLS & flyers.
- Work with other realtors and leasing agents to find a tenant
- Field calls from prospects for questions and viewings
- Meet prospective tenants for showings throughout the week and weekend.
- Provide prospective tenants with rental applications that are legally compliant with fair housing laws
- Collect applications with application fee

## Tenant Screening and Selection

- Perform a background check to verify identity, income, credit history, rental history, criminal history, etc.
- Grade tenant according to pre-defined tenant criteria
- Inform tenants who were turned down

## Tenant Move In

- Draw up leasing agreement
- Confirm move in date with tenant
- Review lease guidelines with tenant regarding things like rental payment terms and required property maintenance
- Ensure all agreements have been properly executed
- Perform detailed move in inspection with tenant and have tenants sign a report verifying the condition of the property prior to move-in. Take detailed interior & exterior photos of property, including appliances, etc.
- Collect first months rent and security deposit

## Rent collection

- Receiving rent
- Enforcing late fees

## Evictions

- Filing relevant paperwork to initiate and complete an unlawful detainer action
- Representing owner in court
- Coordinating with law enforcement to remove tenant and tenants possessions from unit

## Legal

- Advise in the event of a legal dispute or litigation
- Refer owner to a qualified attorney when necessary
- Understand and abide by the latest local, state and federal legislation that apply to renting and maintaining rental properties.

## Inspections

- Perform periodic inspections (Inside once a year, and outside monthly during growing seasons) looking for repair needs, safety hazards, code violations, lease violations, etc.
- Send owner periodic reports on the condition of the property.

## Financial

- Provide accounting property management services
- Detailed documentation of expenses via invoices and receipts
- Maintain all historical records (paid invoices, leases, inspection reports, warranties, etc.)
- Provide annual reporting, structured for tax purposes as well as required tax documents including a 1099 form
- Provide easy to read monthly cash-flow statements which offer a detailed breakdown of income and itemized expenses

## Maintenance & Repairs

- Coordinate repairs with licensed, bonded and fully insured contractors
- Coordinate annual inspections (ex. Termite inspections) with tenant, as owner requests.
- Inform owner of maintenance issues as they arise, and request owner approval on non-emergency repairs needed.

## Tenant Move Out

- Inspect property and fill out a report on the property's condition when the client moves out. Take detailed interior & exterior photos of property, including appliances, etc.
- Provide tenant with a copy as well as estimated damages
- Return the balance of the security deposit to the tenant
- Forward any portion of the owner's portion of the tenant deposit to the owner or hold in owner reserves for repairs.
- Inform owner of needed repairs or upgrades
- Put the property back on the market for rent

**Property Management Fee:** 50% of first month's rent and 10% per month management fee