



BROOKE GARCIA
PROPERTY MANAGEMENT

Free rental evaluation and consultation with prospective homeowner.

Full Service - 10% of the gross collected rents. One time set-up fee of \$50. Rates and fees may vary based on an analysis of client needs.

- Leasing Fee of \$250. (screening and moving in an initial tenant)
- Tenant Turnover Fee of \$175. (moving out an existing tenant and moving in a new tenant)

Services Offered:

- Initial evaluation with photos and condition report.
- Prepare photos for marketing the property.
- Screening of new tenants: accepting applications, obtaining credit reports, employment verification, landlord verification, criminal and background checks.
- Collect rents and security deposits. Rents are due on the 1st of the month and are considered late if received after the 5th of the month. Late fees are collected after the 6th of the month. 72 hour notices are sent out on the 8th of the month or next business day thereafter.
- By homeowner request we can pay insurance, dues, yard care, utilities, and maintenance bills from owner's account.
- Disbursements sent to owners by the 15th of the month by direct deposit.
- Monthly and year-end reports.
- 90 day interior inspections followed by bi-annual interior inspections. Monthly drive by, exterior inspections.
- Handle all maintenance requests.
- 24/7 availability to be reached for tenant related emergencies.
- Handle all tenant calls and complaints.
- Move in and move out condition reports with photos. Move out procedures for tenant.
- Periodic preventative maintenance schedule.
- Should we need to proceed to court to file an eviction – homeowners will be charged for the cost of the filing fee along with personal service from the Sheriff's department. There will be no additional fees for our court appearances.

Placement Only - One-half of the first month's full rent or a minimum of \$500. Advertise, show property, screen applicant, prepare lease and transfer all necessary documents to homeowner upon move-in of new tenant.

Further Details:

Finding Qualified Renters

BGPM does a thorough check on all tenants prior to approving their applications. In addition to verifying all of the information on a tenant's application we obtain a credit report, eviction history, and criminal check. We allow for the investment owners to have as much or as little involvement in the application approval process as they like.

Preparing Home For Move In

We like to work with investment owners and prepare your rental as perfect as possible with our first tenant. After that, all work needing to be completed in a home during a turnover will be charged back to the tenant through their security deposit. Situations do occur that require an owner to cover costs (i.e. wear and tear, basic upkeep, etc.). We try to communicate with the owner as much as possible to avoid surprises.

It is the tenant's responsibility to bring a property back to its original condition of move in, except for normal wear and tear. We ensure that the home is professionally cleaned, wall paint is touched up, yards are maintained, filters changed, smoke detectors are checked, etc. We have tenants sign off on a written move in inspection prior to or on the move in day.

Collecting Rent

BGPM is prompt with tenants that do not pay on time. A \$100 late fee will be charged to the tenant on the 5th of the month or the first business day thereafter. Eviction procedures being on the 8th of the month or the first business day thereafter, where the tenant will be served a 72 hour notice to pay. Tenants who have not paid by the expiration of the 72 hour notice will be subject to filing for an unlawful detainer with the county courts. Any and all charges will be billed to the tenants but will be the responsibility of the owner to pay if collection efforts fail with the tenants.

Property Inspections

Each month BGPM will conduct a drive by inspection of your investment property. Lack of yard care, abandoned vehicles, and other concerns will be dealt with immediately. We conduct an initial 90 day inspection with new tenants and follow up with an inspection every 6 months after that. We want to make sure that tenants are caring and maintaining your home and inform you as soon as possible about potential wear and tear expenditures. We check smoke detectors, air filters, inspect for possible leaks, etc. If at any time you are concerned about your property, we will inspect the premises immediately at no additional charge to you. BGPM does reserve the right to charge an owner for additional services if requests for inspections become excessive.

Tenant Issues, Complaints, or Concerns

We will do our best to resolve any and all complaints and concerns regarding your property. All conversations are documented. We are available during regular business hours for tenants and owners. After hours communication, calls and inspections are subject to the needs of the situation and emergency needs. BGPM reserves the right to charge for additional management services in the event that our team is required to be on site for an after-hours emergency occurring at your property.

Move Out Procedures and Tenant Security Deposits

Our goal is to have minimal vacancy. When BGPM receives an “intent to vacate” notice from a tenant we will do our best to ensure a smooth transition to the next tenant. We will notify the investment owners of their tenants’ intent to vacate as well as our recommendation on what should happen with the rental rate. We will send tenants’ confirmation of their notice as well as guidelines for cleaning, moving, and returning possession of the property to us. We offer tenants a pre-move out inspection if requested to assist with a smooth turnover. This also allows us to prepare the investment owner for any major work that may need to be done prior to the next tenant moving in. Anything that needs to be done to the property to bring it back to the same condition in which the tenants moved in will be charged to the tenant, outside of normal wear and tear. Any work will be done in a timely manner to get the property ready for the next tenant as well as return the tenant’s security deposit as quickly as possible. Owner responsibilities include normal wear and tear, upgrades, additions, and basic upkeep of the home.

Please note that during periods of vacancy it is the owner’s responsibility to pay for any utility charges incurred. Our policy is to keep power, water, and gas on and active during vacant periods. It is also our policy to ensure that yards are maintained during these times as well. Landscaping and utility charges during a vacancy will be charged back to the investment owners.

Marketing

When a tenant gives notice to vacate, we immediately begin marketing the property for a new tenant. Our goal is to have a new tenant approved and scheduled for move in before the current tenant vacates. We preschedule all vendors for turnover.

BGPM markets properties through advertising websites like Craigslist, Zillow, Trulia and others at no cost to the investment owner. Specific ads placed in publications are paid by the investment owner.

Preventative Maintenance

Certain tasks should be completed to ensure that no damage is done to your investment property. Services such as chimney/fireplace cleaning, irrigation winterization and startup, HVAC inspection are charged back to the owner. Please don’t hesitate to ask for additional services you would like completed.

Unforeseen Maintenance Issues and Repairs

When tenants contact BGPM for maintenance issues it is our policy to handle the repair based on the investment owners management agreement terms. Each management agreement has a non-recurring maintenance limit to spend which is set during contract negotiations. Most limits are \$100 per occurrence. If the repair is more than \$100 we contact the investment owner and obtain permission prior to any repair. If the damage was caused by the tenants' actions, they will be responsible for the repair costs. BGPM reserves the right to charge for our time to inspect vendors work, meet vendors at the property or obtain multiple bids for work to be done.

Legal Matters and Eviction

BGPM will represent the investment owner in the unfortunate instance that courts or attorneys are brought into a tenancy issue. Most of the time this would involve an eviction or security deposit dispute. In most cases any court costs will be charged back to the tenant. BGPM will represent the owner at no additional charge. However, please keep in mind:

1. If collection efforts towards the tenant fails it is the responsibility of the investment owner to pay any such charges incurred.
2. If circumstances outside of eviction or security deposit disputes occur, BGPM reserves the right to charge for additional services if needed.

Monthly and Annual Reports

Each month investment owners will receive a monthly accounting statement showing any and all deposits and debits to the account. Direct deposit and emailed statements are included in our basic management services. Hard copies of statements and mailings are subject to additional fees.

BGPM will also send each owner a 1099 for tax records and year to date statement each January.