

Scope of Services for Non-Managed Properties

Leasing Fee – 100% Full Month's Rent

- Run lease comps and provide owner with recommended rent pricing based on current condition of the property and the comparables
- Market property (Multiple Listing Service, and over 20 internet sites)
- Coordinate showings with current occupants, if applicable
- Work with other realtors and leasing agents
- Field calls from prospective tenants
- Meet prospective tenants (if no agent) for showings
- Provide prospective tenants with rental applications and screening criteria
- Process applicants (includes credit check, criminal background, pet application, employment and income verification, and rental history verification)
- Forward applications to owner for approval
- Once applicant is approved, prepare Lease Agreement and addenda:

- HVAC care

- Bed bug addendum and brochure

Bed bug addendum and brochure
 Pet addendum, if applicable
 Move-in Inventory and Condition Form
 Lead-based paint, if applicable
 Renters liability insurance requirements
 Move-out Procedures

- Preventative Maintenance

- Mold brochure

- Wear and Tear vs Damage

- Yard Maintenance Agreement, if applicable - Recycling brochure

- Lease and addenda are sent to owner for review and approval, then all for signatures
- Collect rent, security deposit, and any pet fees, and remit to owner (less leasing fee)
- Provide owner with copies of fully-executed Lease and addenda
- On move-in day, meet tenant, perform property review, deliver keys and Tenant Handbook

Lease Renewal - \$300 minimum

- Provide owner with comparative market analysis and determine market rents
- Visit property to video interior and exterior, and complete inspection report with photos
- Communicate with tenant to renew/discuss current lease
- Negotiate rental increase with tenant
- Prepare an Extension of Residential Lease and obtain tenant's signature
- Provide owner with copy of the fully-executed lease extension

Vendor Service Calls - \$45.00 Per Vendor

Call tenant to troubleshoot issue before assigning vendor (owner contacted for approval if repair bid is over \$300)

Create Work Order to assign vendor and include tenant's contact information. Vendor will
coordinate a date and time that is convenient for the tenant. Tenant will ensure any pets are
secured.

Site Visit - \$85.00

- Exterior photos or video of complaints, i.e., HOA notices, unkempt lawn, vehicle on blocks, large items left at curb
- Interior photos or video for complaints such as an unauthorized pet, smoking in the unit, etc.
- Post notices such as an HOA violation, 3-Day Notice for non-payment of rent, or Writ

Periodic Property Review - \$150

- Generally performed 90-120 days prior to lease end date
- Interior and exterior inspection
- Report with photos shared with owner
- Important to check for general care of the property and any lease violations before offering lease renewal

Pre-Leasing Move-Out Walk Through - \$250

- Exterior and interior inspection including video or photos (20-30 days prior to move out)
- Advise owner on re-leasing and maintenance needs
- Set up a combo lock box and make arrangements to get a key from tenant
- Discuss and coordinate showing instructions/process with tenant
- Re-send Move-out Procedure form (a benefit to all parties as it aims to minimize charge-backs to tenants for cleaning/repairs, and we receive the property closer to rent-ready condition)

Move Out - \$200

- Exterior and interior final inspection with video or photos for the security deposit disposition
- Security Deposit Disposition charges are handled by the owner
- Recommendations for make-ready items, if necessary

Standard Make Ready - \$250 Minimum / 15% of Total Cost at \$1,500 and Above

- Oversee all work from start to finish / site visits
- Coordinate access to the property for vendor bids
- Provide video progress and list of necessary repairs and maintenance
- Provide list of suggested upgrades
- Assist with color selection and shopping for materials
- Approve all vendor work before payment

Home Warranty Contract

- We do not handle Home Warranty claims
- If an incident caused damage to the property, please see "Site Visit Charges"

Owner's Account Set Up

- We will have you complete an owner property information form, lease information form, W-9, and Deposit Authorization
- Administration fee of \$150 per single unit plus \$75 for each additional unit to set up an owner page, property page, and tenant page in our management system, and you will receive an email to activate your owner portal
- Using the completed property information form, we will create a property page in our management system which includes property details for lease listings, A/C filter sizes, special maintenance instructions, etc.
- You shall also provide tenants' names, email addresses and phone numbers for work orders
- When a service is needed, you will be contacted to fund your account \$300 minimum that will be used for any service charges or maintenance under \$300 (more if bids are over \$300)
- If you are planning a personal or business trip, you should fund your account before you leave (the funds can be refunded to you upon your return, if you so desire)

OWNER APPROVAL	
(signature)	(date)
(full address of rental property)	