



Property Management & Rentals Division

116-118 W. Main St. Suite 204, Salisbury, MD 21801

Office: 410.912.0310 ext. 2 Fax: 410.677.0310

Property Management Proposal

Property Management Fee:

- Monthly management service fee *
- Gross rental commission fee *
- **NO** management fee until rent is received
- **NO** over-ride on maintenance or repair work
- **NO** monthly charge when the property is vacant

What the management fee covers:

• **ADVERTISING**

- The first step in the rental process is letting renters know the property is available. Therefore, we utilize professional marketing channels including but not limited to online advertising websites (including www.TheRoopGroup.com/Rentals), local and regional print advertising, placement of a "For Rent" sign on your property, co-op referral fees with other Realtors and Brokers and continuous updating of our tenant waiting list.

• **TENANT SCREENING**

- We want good tenants just as much as you do! We pride ourselves in the quality of tenants we are able to attract. We utilize a full service credit report as soon as an application is received. In addition, we verify given information from previous landlords as well as current employers. After collecting and verifying all the information, we submit the results to the homeowner for final decision to either accept or reject the application. *All application fees are covered by the applicant.*

• **RENT COLLECTION**

- Rents are typically due on the first of the month with a 4 day grace period. We collect rent and make sure checks are approved through our bank. Once approved we mail you the rent within 10 days after the grace period. Late notices are sent on the 6th and if the tenant fails to make immediate arrangements for rent payment, eviction action is initiated. In case of an eviction, we manage every step of the process, including representing the owner in court and collections of non-payments.

• **SECURITY DEPOSITS**

- For additional protection, appropriate security deposits are always collected upon completion and acceptance of a rental application by a prospective tenant. Applicants with pets are required to pay an additional "non refundable" pet deposit if approved by the owner. All deposits are held until they are either refunded to the tenant upon the successful check-out inspection or are forfeited to cover damages caused by lease violations.

• **PROPERTY INSPECTIONS**

- Our main job is to protect your investment property. Before new tenants occupy the property we perform a pre-inspection to verify condition while meeting city & state codes. A "Move-In" report is generated and in some cases a camera will be used to record the visual inspection. During the rental period we make routine drive-by inspection tours and periodic interior inspections. A written notification will be sent to the tenant if a violation of the lease is noted. If a tenant has not shown good faith by meeting their maintenance or repair obligations per the lease, we begin proceedings to correct any violations at the tenants expense.



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- **TENANT CUSTOMER SERVICE & ISSUE RESOLUTION**

- There is a strong relationship between rental property profitability and the retention of responsible tenants. We minimize tenant turnover, therefore reducing leasing and vacancy expenses by developing strong landlord tenant relationships based on courteous responsiveness to tenant concerns and professional customer service. We will act in your best interest and try our best to save you money on future commission fees and loss of positive cash flow.

- **BILL PAYMENT, BOOKKEEPING & FINANCIAL REPORTING**

- At no extra cost, we will manage the payment of bills related to clients' properties out of their rental revenue and provide our clients a monthly income statement detailing their properties' performance for the month. Copies of all work orders and receipts are kept on file throughout the year. We scrutinize bills for accuracy and handle the resolution of billing discrepancies. We will be happy to provide duplicate copies of this information at the end of the year to help you with your tax preparations. In addition, we also provide a complete account summary at the end of the year which is specially designed to simplify the year-end tax preparation job for you and your accountant.

- **MAINTENANCE & REPAIR COORDINATION**

- When maintenance or repair service is required, we will contact the appropriate professional. We hire contractors and handyman services to perform all necessary property maintenance and make recommendations to clients on making improvements to the properties when we feel doing so will enable them to raise their rents and increase the return on their investment. We will also coordinate post tenancy cleaning services, lead-based paint inspections & compliance, and winterizing services, if necessary.

- **RATE SCHEDULE ***

- Our fees are very competitive and are based on the services you request. Fees and charges will be addressed completely in the property management agreement. Services are usually computed as a percentage of the rent, a flat fee, or a combination of both. The client controls the level and type of services. Services range from a standard property management package or a combination of standard management and other services. Examples of common charges for a standard management service are: a flat percentage of monthly rent, a rental commission, and lease renewal fee. Examples of other individual fees are: placement fees for locating a resident and/or charges for advertising, take over of existing management contract and/or lease fee, lease and documentation preparation fee, fees for individual services, and eviction processing.

We would be happy to meet with you in person or discuss options over the phone to design a management package that fits your needs! Whether you own one property, a portfolio of investment properties, or represent a Home Owners Association, we will tailor management packages to work within your budget.

What the management fee does not cover

- Homeowners and property insurance & association fees
- Cost of maintenance, repair, and compliance
- Mortgage payment & Property taxes
- Legal fees
- Delinquent rent collection service: *In a situation where the rent is overdue and the tenant does not show signs of cooperation, eviction action and garnishment of wages can be taken to retrieve these unpaid balances. Although we do our best to ensure rents are paid, we can not guarantee payment from tenants. These costs and fees incurred through using these services are not included in the management fee.*