

An Overview

of the Property
Management Processes



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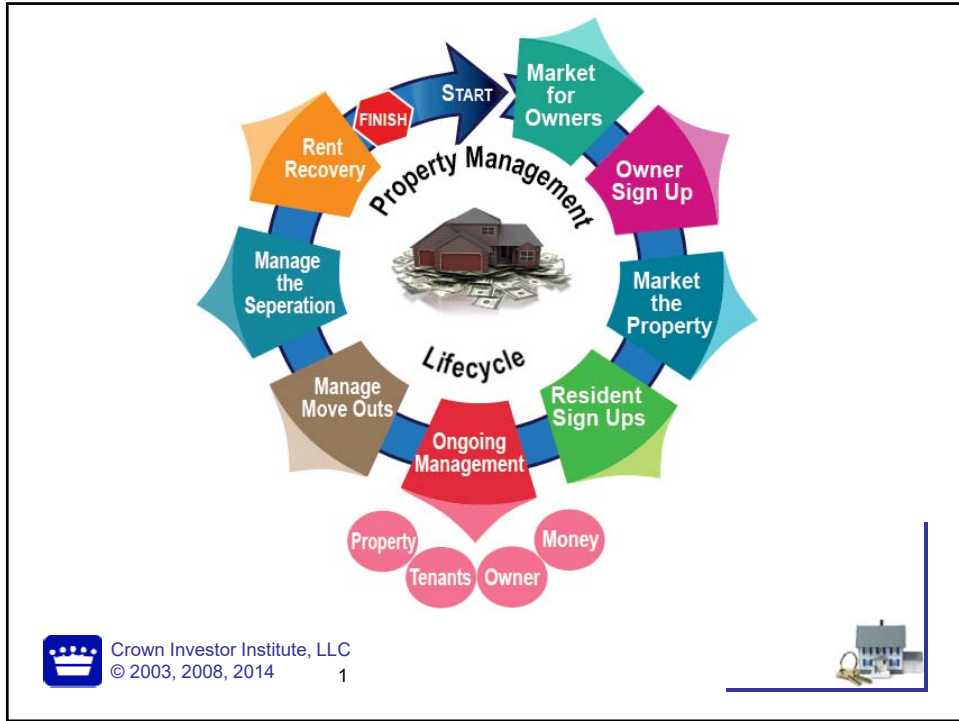


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Marketing for Owners

- Develop a Target Market
- Define Your Model
- Yard Sign Layout
- Listing Presentation

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New Owner Sign-Ups



Sign-Up Docs
Housekeeping
Sign-Up Q & A
Sign-Up
Tracking
Escrow Docs
Research
Property



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Market the Property

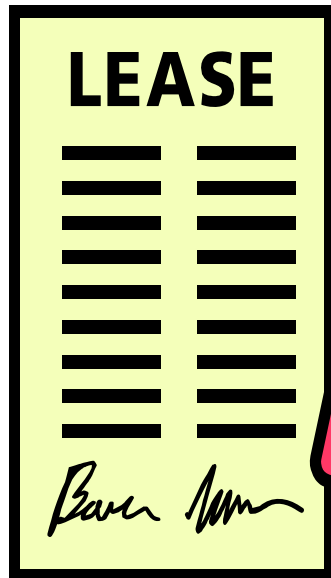


Marketing Methods
Marketing to
Realtors
Owner Marketing
Reports
Home Flyer
Call Center
Dialogue



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Resident Sign-Ups

Application Processing
Qualifying Guidelines
Approval/Denial Document
Lease Documents
Move-In Process/
Move-In Packet

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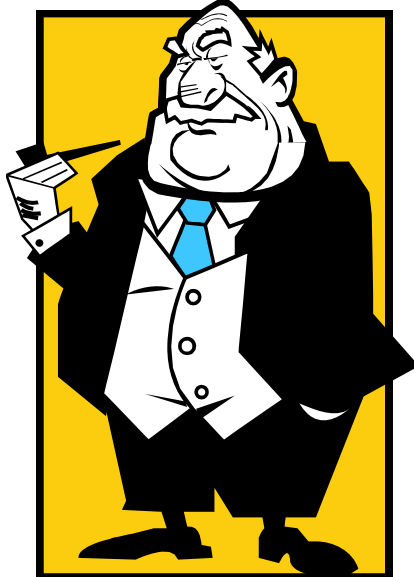


Managing the Money

Rent Collection
Payment Methods
Owner Statements
Trust Accounts
Balancing
Owner Reserves

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Managing the Owner

Foreclosures
Expired Documents
Authorizations
Official Notices
Self Maintenance
Funding Repairs
Owner Handbook



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Managing the Tenant

Renewals
Pet Issues
Roommates
Lease
Violations
Entering
Properties





Managing the Property

Maintenance
Lawn Care
HOA Issues
Property Visits
Mold Repairs
Emergencies✓



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Move Outs

Scheduled
Skip / Abandon
Before Move Out
At Move Out
After Move Out
Deposit Refund
Dispute Resolution



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Separation

Occupied vs. Vacant
Trust Account
Issues
Letter Tenant
Dispute
Resolutions
Security Deposit



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Rent Recovery

When Tenants
Leave Owing
Money Have a
Statement of
What You Do
for Your Owner



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Setting Up the Owner and Tenant Properly Makes Managing Easy



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A Vacant Property is a Money Pit



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**The
Tenant
is
the
Asset**



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**Prepare
Documents**

- Lease
- Pet
- HOA
- Insurance
- Roommate
- Handbook
- Maintenance



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The **TAKEAWAY**

Eliminate the Chaos
#1 Challenges
Select Owners Carefully
Select Property Carefully
The Tenant is the Asset



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