



## OWNER SERVICES

Thank you for allowing PPM an opportunity to assist you in leasing your home. We have an extensive customer service program and take personal pride in each of the homes we manage. Owner statements will be prepared and sent to owner no later than the 9<sup>th</sup> of each month. Disbursements to owner will occur on the 15<sup>th</sup> of each month after assuring all rental payments have cleared the bank. Deposits to local bank can be made to for the owner provided personal deposit slips are available. Although our services are often customized per client and our menu of products is extensive, the following is a list of services every owner can expect to receive.

### **Market Rent**

Establish market rent based on local comparables and rental detail as of current date

### **Advertising & Marketing**

Highly visible signs will be placed on the property

Multiple internet posting based on individual property needs

Highlight flyers to contacts database and local Realtors® for referrals

### **Prospective Tenants**

Each prospective tenant will have a credit and criminal background check completed

Previous landlord checks completed to assess past rental payments

Verify employment and income

Run credit and criminal background check on all occupants over the age of 18

### **Tenants**

Assure tenants know and sign the Tenant Responsibility for Routine Maintenance agreement

Prepare and execute lease agreement based on owner's management agreement

Collect and hold security deposit

Collect and hold pet deposit (when applicable)

Collect 1<sup>st</sup> month's rent in advance

Collect 2 month's rent when income and/or credit is questionable

### **Inspections**

Prepare move-in move-out inspection, noting and recording current property condition

Perform quarterly inspections with tenant

Routine communications with tenant to prevent minor damage becoming a major problem

### **Rent Collection**

Collect rent from tenant based on lease agreement

Prepare late notices when payments are not received by the 5<sup>th</sup> of the month

Process late fees and penalties as agreed upon in lease

Follow up to assure payments are received by the 15<sup>th</sup> of the month

Start eviction process when payments are not received by the 25<sup>th</sup> of the month

## **Property Maintenance**

Receive tenant request for repairs

Assign repair to most qualified vendor in our database

Follow up with tenant to assure repair was made in a timely manner

Process payments for repairs

Owner will need to establish a depository for making repairs per management agreement

Only emergency repairs will be made without communications with owner if owner isn't available

Repairs are considered to be an emergency if there is a danger to tenant or property

Repairs are considered to be an emergency if water is not available

Repairs are considered to be an emergency if A/C is out and outside temperatures are over 85

Repairs are considered to be an emergency if heat is out and outside temperatures are under 40