



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 9th of each month. Disbursements to owner will occur on the 15th 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 1st 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 5th of the month
Process late fees and penalties as agreed upon in lease
Follow up to assure payments are received by the 15th of the month
Start eviction process when payments are not received by the 25th 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