**Downgrading / Early Termination Frequently Asked Questions**

**What is meant by “ downgrading ” my contract ?**

Not everyone is well suited to our full services contract. To better serve your needs, we offer Flex Plans

Downgrades often result in a substantial drop in monthly fees and can provide a time frame in which to adjust current arrangements that would be required for full management.

If you are offered a downgrade, it was prompted by any one ( or more ) of the following:

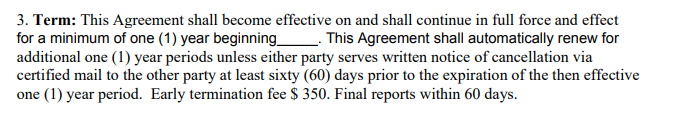
* Our contractors are not available for your area. This happens in High-Crime areas, zip codes that extend beyond our service radius, or no certifications from owner’s preferred contractors. Without Acord statements for insurance and disability coverage, and a W9 on file, we can not assume any liability for the properties.
* The tenants are in arrears when the management contract was executed. We have no first-hand knowledge of the leases at that point, and can not represent you at the magisterial level
* Properties are not to code, or there are considerable deferred maintenance problems. Examples would include tenants complaints about leaks, electrical problems, broken windows / locks, and other repairs. Although we can refer our contractors to assist with these problems, it is not our business plan to take over properties in need of significant repairs
* Leases are already in violation, due to pets or live- in’s that have gone uncontested. Precedence has already been set
* We are unable to acquire full access to monthly rental income sufficient to pay management fees.
* Failure to maintain an escrow account

**What happens in a downgrade?**

* Your monthly charges will change, typically to a Repairs Only fee. $ 9.95 plus the Abodea fee per month. More information can be found online <https://pghreddoorpm.com/owners-only>. Or we can offer Showings Only. Refer to our website for full details
* An addendum will be sent for review and signature, and will take effect the first day of the following month.

**What happens if I want to terminate?**

* Your contract and addendum refer to termination. On page 1, paragraph #3 it states:



* As owner, if you request to terminate, you will need a 60 day notice, and you will pay a $ 350 fee. No final reports will be available under 60 days.

**What if the management company tells me I am being terminated?**

* If the property manager chooses to terminate, there is no $ 350 fee
* A 30 day cooling – off period is offered, beginning on the first day of the following calendar month, during which the property manager and owner negotiate changes in the existing contract. If no reconciliation can be met, the contract will be null and void, and final reports will be available within 60 days. Management fees are due and payable until the date of termination.
* The owner is solely responsible to move any and all billing to the new management company ( utility bills ) and provide change of address paperwork to subsidized housing, HOA, etc.
* Absolutely no change in contract is possible during an active Landlord Tenant action or while placing a subsidized housing applicant.

**Are there any additional fees?**

* No, as long as all lockboxes and signage have been returned to the management company. Missing combo lockboxes will be billed at $ 34.95. Signs will be billed at $ 65.00
* ShowMojo Boxes will be billed from the escrow account

Please note: all photos, videos, and marketing materials are the property of the management company.

**How are security deposits handled?**

Deposits will be released on final rent disbursement

Any SayRhino policies will be cancelled. Owner will be solely responsible to execute a new SayRhino policy at owner’s expense