

Please allow me to answer some of the most frequently asked questions, and we can continue the conversation from there.

- **What is your fee?** \$ 70 per door per month (single family home is one rentable door, duplex is two, etc)
- **Are there other fees?** \$ 4.47 monthly software fee per month. We charge a one-time \$ 100 Admin fee and will hold a \$ 350 escrow per portfolio to cover repairs that are needed before rental income is collected.
- **Why do I pay a software fee?** This provides an owners portal plus a tenant portal, as well as access to your accountant.
- **When do I get paid?** Within the first 5 days following end of month. EFT can take up to 6 business days for the banks to clear. Email checks through Deluxe eChecks is fast and sends your check directly to your email. You can choose the delivery system that best suits your needed
- **Will you pay my taxes and utilities?** No, there is far too much liability and we can not guarantee there will be sufficient rental income to cover those expenses. We strongly suggest you set up automatic payment schedules for lienable utilities (water / sewer and possibly trash) and we can either bill back your clients or wrap those costs into your monthly lease amounts collected.
- **Will you call me every month?** If your property is vacant, we will email updates on our marketing and forward all applications to you for your final approval. Once a tenant is in place, you won't have a monthly check - in call. Friday is call - back day.
- **Who's name goes on the lease?** You are the landlord. We are the management company. Your name (or company name) will be on the lease
- **What happens to the security deposit?** We prefer to use our advanced renters insurance through SayRhino. This insures your tenants for up to 1.5 monthly rent and guarantees the tenants have renters insurance coverage for personal items and liability. Damage claims are handled promptly and no interest bearing account is needed to hold the fees. And move out damages are handled without the need for municipal court hearings.
- **Can I use my own handyman?** Only if they are licensed and bonded, with liability insurance, and if they provide their Acord statement to us and complete a w9
- **What about lock changes?** We strongly advise you to use professional qualify locks, and recommend either a code - based system that operates on battery (or wifi to change codes quickly) or a changeable cylinder type such as landlord locks.
- **Will you be in charge of upgrades and improvements ?** If your property can not pass an occupancy inspection, we can not manage it. Some municipalities require this inspection and provide a permit, while others do not. If it is mandatory for your area, the cost and scheduling are the responsibilities of the owner prior to us signing a contract. That said, for updates and repairs needed before a tenant is in place, we will have our contractors estimate the repairs and they will work directly with you. Once tenants are in place, we will schedule all repairs.

- **How do you handle repair calls?** Emergencies as well as general requests are handled via our toll free service, offered 24 hours a day. Tenants call in, and have a trained professional evaluate and (whenever possible) triage the problem so that repairs can be made during normal business hours. In true emergent situations, our contractors are immediately dispatched. For life threatening situations (gas leak, electrical shorts, etc) tenants are advised to leave the premises for their safety, and our contractors plus and utility company are immediately dispatched
- What are considered emergencies? Follow this link to learn more [EMERGENCY REPAIRS](#)
- **What if I don't approve basic repair requests?** Any health - related concern must be treated as a priority, and our contract provides us with the ability to schedule non - emergent repairs up to \$ 350 without first contacting the owner(s). Emergency concerns are immediately resolved first to stabilize, then during normal business hours for things such as plaster repair, paint, etc.
- **What about tenant damages?** The lease is clear that sewer back ups, pest control, and other common problems after the first 10 days are the tenant's financial responsibility.
- **I don't want a 12 month contract. Can we do month to month?** No. If you are not happy with our services, we do provide for contract early termination, however there are fees applied and a 60 day timeline for final reports.
- **I want my own agent to show the tenants and write the lease, so I won't be paying a leasing fee.** That's fine. We can use a flex plan instead Refer to attachment
- **I'm buying a property. Can we get it listed now so there is a tenant in place at the time of closing?** We do not manage properties that are not titled to the owner.
- **My attorney / partner / significant other wants to review the contract before we sign.** That is ideal. You'll have the opportunity to discuss, ask questions, and compare services. Please visit our website www.PghRedDoorPM.com and select the " owners only " tab
- **I do section 8 leases. That's good, right?** Sorry, we no longer participate. Inspections have been greatly delayed, causing owners to have properties vacant for months. This is not our responsibility. Owners most often have the rent coming directly to their bank accounts and are not willing to change that access / immediate income. Although we have tried to find a common ground, we have chosen to discontinue this service.
- **How many properties do you manage?** We have over 25 years experience, with several national affiliations. NO property manager has more than 50 properties. Your property manager will be Desiree. When Desiree approaches 50 properties, we will promote from within our team whenever possible. We do not solicit for business, rather we exist as a tool for KW agents and their clients. To learn more about out team of agents, please visit this website www.JustCallBonnie.com

- **What do we need to get started?**
 - Signed contract
 - \$ 100 Admin Fee
 - Signed w9
 - Corporate docs/ articles of incorporation if your property is titled to a legal entity such as LP, LLC, or corporation
 - Your contact information
 - Copy of your insurance declaration page. Pittsburgh Red Door PM needs to be added as an additional insured
 - Name and acct #'s for utilities. Tenants will need to establish account in their name. We strongly suggest you initiate a landlord-tenant agreement with your utility companies to avoid loss of service should your tenants move unexpectedly or stop paying. We are not responsible for frozen pipes
- **Can you do Air B&B?** Yes but our pricing differs due to the significant differences providing multiple short term rentals in the course of each month. Insurance minimum coverage should be 1M in liability and 5K for damages per stay. Cleaning costs are typically the biggest financial drain, plus the ability to do quick turn-around. At the very least, we require a minimum two day stay.
- **I need my rent before the 15th so I can pay the mortgage.** We do not offer mid - month disbursements unless we have credit card access for repair payments (up to \$ 1500) and your property is covered by a reputable Home Warranty company. We use HWA and AHS. Should your tenants not have the ability to pay their rent before the 15th, although we can start an eviction proceeding, there is no guarantee that we (or any other company) can collect the rent in time to make your mortgage payment. It would be best to collect the rent through either TurboTenant or Zillow Rental manager, directly to your bank account, and use our flex plan for repairs.