

PROPERTY MANAGEMENT
OWNER INFORMATION



personalized service, people you can trust

Better Properties-Metro

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Thank you for your interest in having us manage one of your properties. We take this very seriously and strive to ensure a wonderful working relationship between ourselves, tenants and owners while ensuring owners capitalize on their properties potential while maintaining its value. Please continue on to see an overview of our services. We look forward to assisting you with your investment!

Let's Talk

Memberships and Affiliations:

To best serve you and stay informed of the every-changing rental climate, especially in the Seattle area, we maintain active memberships in:



RHAWA



WA Multi-Family
Housing Association



Northwest Multiple
Listing Service



Commercial Brokers
Association

- Single Family- 8% monthly PM Fee
 - Multi-Family-7-8% depending on number of units in complex
 - Commercial- 6.5-8%
 - Leasing Fee- \$400 flat leasing fee for SF & Multi-family units (commercial follows traditional commercial leasing structure). OR, if owner chooses to have property listed on NWMLS, fee is 50% of 1st months rent
 - \$65 per hour for any maintenance work performed by our in-house maintenance
 - 10% mark-up on all subcontractors hired and managed by company
 - Bank Fees may apply- \$25 yearly fee
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Fee Structure



Management Portal

- Convenient Portal allows owners, managers and tenants access to their accounts in real time
 - Tasks may be input by owners, management and tenants for maintenance requests. These are immediately shared with maintenance personnel and any updates and progress is tracked within the system
 - Ease of accounting; system prepares easy to understand reports including income and expenses
 - File Sharing- files such as leases, bills, vendor contracts and more may be uploaded to the property portal for viewing as owner chooses
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MARKETING & RENTAL STRATEGIES

MARKETING PHOTOS TAKEN OF SPACE

Either we take ourselves, or we can provide professional photos from a photographer for cost of photography.

COMPARISON OF RENTAL MARKET

We will look at the comparable rental market and determine the most likely dollar amount for a timely lease

PROPERTY ACTIVATED & SYNCED

Property is activated in our system and auto-syncs to all Zillow websites and we manually input into Craigslist

OPEN HOUSE

If needed, an open house will be scheduled and advertised. If property is currently occupied we will make arrangements with existing tenants

LOW VACANCY PROGRAM

Per our lease, tenant must let us arrange showing prior to vacating and give us a 20 day notice prior to intent to vacate. This helps ensure we have little time in between residents.

TURN OF PROPERTY

We strive for a 3-5 day turnaround of home which includes carpet cleaning (if necessary), full deep clean, landscaping and addressing repairs as needed.

Other Services

Home Repair & Upgrade Consultation

Inspection of property to determine any needed maintenance or repairs as well as suggested upgrades

Taxes & Insurance

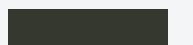
Some owners have us set aside a dollar amount each month for their taxes and we then pay those as needed.

Reserve Savings

To save for work, we can start building a predetermined reserve account for you, setting aside a set amount each month until reserve is met

HOA Fees

If you are a part of an HOA, please provide us with their contact information so we can reach out to them for info.



FAQ's

How are utilities handled?

With most properties, the water/sewer/garbage stays under the owner name. We gather bills and post to tenant account on portal as well as e-mail a copy to them.

For electricity, this stays under tenant name and does not follow the property so they are required to set up an account in their name

For cable and internet- tenant is responsible for setting this up with the provider

How do you handle landscaping and lawn care?

We require tenants to maintain the lawn and landscaping at their own expense. If they are not maintaining the lawn, we reserve the right to hire a company to do so and the charges will be then placed on their tenant portal. *If your property has a lot of trees and specific needs for landscpaing, we do recommend owner do a 1-2 x per year clean-up with a landscpaing service most tenants will not have the necessary tools or know how to maintain these.

What is your company Pet Policy?

This is ultimately up to the owner, but we do recommend allowing pets as we find the majority of tenants in the area do own a pet and you are really losing out on a lot of potential candidates when no allowance is made for pets. We have a 2 pet/50 lb. limit (anything deviating we would check with owners first before approval). An additional pet deposit is required of between \$400-500. ***If the pet is a registered ESA animal, we cannot deny tenant nor can we charge a pet deposit as per the law.

