Management Specialists, Inc. PART IV Property Owners Expectations

The purpose of this section is to present the benefits our property owners can expect to receive from Management Specialists, Inc. In establishing a personal relationship with our clients and customers it is important that each party understand exactly what is expected of the other. Our primary objective is to attain the goals and objectives of our clients and their rental properties.

We believe that by familiarizing you with our processes of how we lease and manage your property will avoid surprises that could occur later on.

The following are some of the benefits and services that you as our clients can expect us to automatically provide and institute on your behalf!

Leasing

- You can expect an attractive For Rent yard sign on your property (if allowed) immediately after you have listed with us.
- We will place your vacant property into our internal marketing system.
- Your listing will be advertised immediately on our websites, <u>www.RentalExperts.com</u>, <u>www.PortStLucieRentals.com</u>, <u>www.ManagementSpecialistsInc.com</u>
- Your listing will be advertised in some of the most prestigious national Rental Websites. At this moment our listings are shown on over 20 national sites.
- You can expect your Property Manager and all Leasing Consultants to schedule showings of your property 7 days a week to all prospective renters until your property is leased.
- You can expect all rental applicants will be treated the same and be subject to:
 - A scored credit report on each adult rental applicant
 - o National criminal background checks for all felonies, sexual predator or sexual deviant behavior.
 - An eviction search of public records to ensure that the applicant has never been evicted.
 - Verification of income and/or employment
 - Verification of applicant's former landlord references.
- You can expect we will lease your property at the highest amount of rent that the market will bear. We will not rent your property for a lower amount without first "testing the waters". Normally we will price properties slightly higher than surrounding comparables and then gradually lower the rent until we "hit the market rent".

- You can expect that once the rental applicant process is approved, we will execute the lease agreement prepared by our attorney and give the resident proper possession of your rental property.
- You can expect that we will do a "move in" property inspection and complete our detailed property inspection data sheet of your property. We will also take digital pictures of the property to document the condition as well.
- You can expect to be notified by our company that your property has been leased. A copy of the lease agreement will be sent to you once all parties have properly executed it and the residents have taken possession.

Lease Renewals

- You can expect that we will attempt to renew the residents' lease at least 60 days prior to the anniversary date of their lease agreement.
- You can expect that we will renew the tenants lease for another year at the same or slightly higher amount of rent if possible. We will not renew the lease at a lower amount without notifying you and giving you the opportunity to withhold permission.
- You can expect that we will place a "For Rent" sign on the property and begin showing it to all interested potential tenants if your residents are not renewing their lease.
- You can expect that we will renew the residents' lease agreement or rerent your property to a new tenant unless we have a written directive from you not to renew the lease or re-rent the property.

Property Inspections

• You can expect that we will conduct property inspections on your property as outlined in the frequently asked questions (item # 4) of this guide.

Rent Collections & Delinquencies

At Management Specialists, Inc., we do not tolerate the delinquent payment of rents. We are careful to explain this policy to new residents in order to avoid any misunderstandings that might arise later.

• You can expect that we will make every effort to collect rents timely as outlined in the frequently asked questions (item #6) of this guide.

Rent Processing and Accounting

At Management Specialists, Inc. our property management software is the top property management software in the industry.

- You can expect to receive a monthly computerized report showing all income and expenses of your rental property.
- You can expect to receive a year end summary statement for your tax purposes showing all of your yearly income and expenses and categorizing each.
- You can expect to receive a 1099 in January of each year for filing with your annual income tax return.

- You can expect that we will make your mortgage payments and/or homeowners association payments if you so direct and provide that adequate funds are available in your property trust account.
 - You can expect that we will NOT make these payments if adequate funds are not available in your trust account.
- You can expect that in the last month of the tenant's lease, we will hold funds in your trust account to protect you by ensuring that adequate funds are available to make your rental home "rent ready", thereby ensuring faster lease ups and less vacancy time.

Property Maintenance and Repairs

Rental homes must be properly maintained in order to preserve the value of the property and maintain a positive relationship with the residents. Florida also has laws that require landlords to comply with certain basic maintenance and repair items.

- You can expect that Management Specialists, Inc. will not effect repairs to your property in excess of \$250 without first obtaining your approval. NOTE** This excludes repairs deemed by the property manager as emergency repairs or repairs that are required to be effected to bring your property into compliance by law, governmental building, zoning, safety and municipal codes, or the restrictive and protective covenants of your homeowners association or repair that in the managers sole judgment are necessary for the safety of the tenants or your property. Manager shall proceed with these repairs and bring the property into compliance, subject to funds being available in property owner's account.
- You can expect that if your property is vacant, we will effect items necessary to improve the property "show ability" to prospective renters. This means faster lease ups and less vacancy for you. Examples of this include lawn service, carpet & household cleaning, pool service, and painting when necessary. In the event repairs were due to the former rental resident, you can expect that we will spend all of their security deposit first (not your money) to put the property back into its pre-rented condition.
- You can expect that we will institute minor maintenance and repair items (\$250 or less) as requested by rental applicants to secure a lease to quality residents for your rental property.
- You can expect that we will change the locks between each tenancy to avoid the possibility of major liability to you.
- You can expect that during a resident's tenancy, we will institute minor maintenance and repairs (\$250 or less) when deemed by us to be necessary for the preservation of your property and/or the continuation of the resident's tenancy, usually occurring at the renewal of their lease. If the property owner provides manager with third party service contracts or maintenance warranties then manager shall contact the provider for covered repairs, otherwise manager shall assume that none exists.

- You can expect that we will only use repairmen, vendors and tradesmen that are properly licensed and insured to handle the type of work being performed on your property.
- At your request, you can expect to receive copies of the original invoices of all repairmen, vendors and tradesmen employed to effect repairs on your property.

Communication

At Management Specialists, Inc. we believe that communications are the essential element in the success of our company. That is the underlying reason for the creation of this Guide. In today's business environment, no one can assume to know or read the mind of another, or be certain of their goals and objectives. To this end, we at Management Specialists, Inc. have gone to great lengths to be accessible to our residents and property owners. We are available to you by phone, fax, email direct to our desks.

IN CONCLUSION

Thank you for taking the time to review this Guide. We believe it is time well spent, especially for our newer clients. We trust that your experience with our firm will continue to be a pleasant experience and look forward to working with you and your property to achieve your investment goals in the future. Please do not hesitate to contact us directly any time we may be of service.