



**INVESTPRO PROPERTIES INC.**  
601 Heritage Dr. Ste. #472, Jupiter, Fl., 33458



# **InvestPro Properties, Inc.**

*“Stress Free Investment Real Estate Ownership & Property Management.”*

## *The Property Owner’s Hand Book*



## Introduction

The purpose for the “Property Owner’s Handbook” is to first help you, the property owner, better understand the administrative and management systems of **InvestPro Properties, Inc.** We have created this handbook to enhance the communication between you and your InvestPro Property Manager. This handbook is a brief overview of frequently asked questions, and descriptions of our services provided. Please feel free to ask any questions. Communication is an important key to our success.

When property owners are provided with industry knowledge and tools, we have found it provides you with a greater understanding of the day-to-day operations of property management. This enables you to hold a property management company accountable for its performance, putting both parties on the same page and allowing for a greater working relationship.

Our business relationship is formed in writing between you, the property owner, and **InvestPro Properties, Inc.** through a document called the “Management Agreement”. All procedures, terms, services, and conditions spelled out in this “Property Owner’s Manual” are subject to change, withdrawal or modification at any time and could take place without notice. You should look solely to your individual “Management Agreement” for actual services rendered.

We look forward to serving you and your business and helping you to maximize the returns on your investment property.



***InvestPro Properties, Inc.*** IS AN EQUAL HOUSING PROVIDER.

***InvestPro Properties*** does business in accordance with the Fair Housing Act and does not discriminate on the basis of race, creed, religion, age sex, familial status, marital status, disability, color, national origin, sexual orientation or any other protected classes.



## **InvestPro Properties, Inc.-We make Investing, Owning & Profiting From Rental Property Easy!**

### **Here's Why:**

A big part of success in real estate, and in business in general, means forming the right types of alliances. Alliances increase strategic positioning and are used as a method to increase strengths, helping those parties involved reach their goals more efficiently and at a much quicker pace. At **InvestPro Properties, Inc.**, we are committed to this philosophy. In fact we built our name on it.

#### **1. Property Management Specialists**

One of our biggest strengths is our professionally trained Property Management Specialists. Our intensive training program helps ensure that your property will be managed by a very elite group of well-trained property managers.

#### **2. Comprehensive tenant screening & qualification**

One of the most powerful ways to reduce late rent, problem tenants and evictions is through proactive tenant screening. All prospective tenants will be screened using a strict set of systems and guidelines. Our screening process is one of the most comprehensive in the nation, including eviction, criminal, rental, credit, work history and more.

#### **3. Efficiency through property management software**

Property management software is a cost saving tool for a rental investor owner. It provides accurate, efficient tracking of rents collected, late rents, vacancies, maintenance costs, and more. Our state of the art software combines modern accounting and property management features to provide our team, and you, with an all-inclusive solution. This enables us to provide you with a wide range of detailed reports that will better enable you to track the performance of your investment.

#### **4. Easy communication**

Available by telephone, fax, mail, email, or personal appointments our team is always ready to assist you.

## **5. Experienced service personnel**

Maintenance, repairs and other services are always performed by licensed and insured vendors. Our Property Management Specialists are specifically trained to better monitor the work of vendors and also to implement our preventative maintenance program.

## **6. Owner friendly management agreement**

No restrictive clauses, no hidden fees for services, no difficult termination clauses. Just an easy to read, straight forward and understandable Management Agreement.



## **Here Is How We Make It All Work!**

### **1. Our Team Approach**

Our Team approach to Property Management allows each participating staff member to provide the best possible service in the area of their responsibility.

### **2. Property Managers**

Our Property Managers are responsible for Owner and Tenant communication as well as overseeing all maintenance and related property issues. Each Property Manager specializes in select geographic areas of the market.

### **3. Accounting and Operations**

Our Bookkeeping and Accounting staff handle all Accounts Payable, Accounts Receivable, Owner Disbursements, Vendor Disbursements and Reporting among other administrative duties.

### **4. Leasing Staff**

Our team of Rental Specialists focuses on showing and leasing our available properties. Each Agent typically specializes in select geographic areas of the market.

## 5. Marketing Services

Your investment deserves more than just collecting the rent. Great marketing is the key to filling vacancies quickly in the current market. Our property management marketing services are simply unmatched and unprecedented. With a vast referral network, print, web, lead management and extensive use of other media, we utilize many creative ways to market every property.

## 6. Dedicated Rental Specialists

At **InvestPro Properties**, we answer numerous phone inquiries and Internet requests every day. These and all prospects who visit our office have access to the most comprehensive and updated information they need to find the rental property that they are looking for, whether it is color photos, keys, driving directions or any other customer service.

## 7. Area Realtors

As a member of the local Board of Realtors, our listings are featured in the Multiple Listing Service (MLS) where all the member real estate professionals readily find the information they need for their customers. Thousands of local Realtors have access to our listings and can show our vacancies, through the use of lock boxes. All showings are scheduled and tracked online, and comprehensive showing reporting is made available to the property owners.

## 8. Major Employers

Through our relationships with some of the area's top employers, our listings receive exclusive exposure to thousands of local employees.

## 9. Internet Exposure

Properties are featured on many highly trafficked websites including realtor.com, move.com, hotpads.com, kijiji.com, allspaces.com, oodle.com, googlebase.com, craigslist.org, lycos.com, vast.com, route121.com, local.com, backpage.com, showmetherent.com and others. Our Listings are automatically displayed on all the major rental websites in the area.

## 10. Search Engines

Our listing websites are featured on all the major search engines including google, excite, yahoo, netscape, msn, ask, webcrawler, metacrawler, kanoodle, lycos, earthlink, infospace, miva, aol and altavista:



### **11. Flyers, Brochures and Signs**

Every 2-3 weeks, we send an online vacancy flyer to more than 14,000 licensed agents and prospects in the area. We will also place an **InvestPro Properties** “For Rent” sign on properties unless prohibited.

### **12. Tenant Referral and Screening**

We offer a dedicated team of rental property experts committed to providing quality renters for your property. We pride ourselves in renting to qualified tenants only, thus minimizing or eliminating problems down the line.

### **13. Tenant Referral**

We provide free professional, one-on-one service to apartment seekers and renters. Our personal service, interactive web tools, free research and information, and extensive database of properties, developments, and apartment communities result in large numbers of renters finding the right properties through **InvestPro Properties** on a daily basis. Our client sources include:

- ✓ Internet leads through search engine-driven website portals.
- ✓ We provide dedicated personalized rental locating and moving services to area employees through established relationships with major corporations and employment service providers.
- ✓ Clients also include professionals in training through our relationships with major educational institutions.
- ✓ Thousands of prospects respond to our widespread advertisements on specific properties.
- ✓ Numerous referrals from other Real Estate professionals through our affiliation with area Real Estate Brokerages, the local Board of Realtors and the local Apartment Association, among others.

Our business structure allows the powerful synergy between the locating services and the property management services by generating large numbers of customers, on the locator side, as well as product, on the property management side, each benefiting the other.

### **14. Tenant Screening**

**InvestPro Properties** screens every applicant thoroughly to minimize tenant problems. A comprehensive report is run which includes:

- ✓ Credit history.
- ✓ National criminal background check.
- ✓ National eviction search and residence history.
- ✓ Employment history and verification.

In addition, we verify income of at least 3 times the rental rate. The entire report is thoroughly reviewed and qualified by the Property Manager.

## **15. Accounting Services**

Our accounting services are supported on state-of-the-art computerized systems that allow us to optimize income and expense management.

Our processes ensure that we collect what you are owed each month, groups payments into bank deposits, print deposit slips, and indicate when the money has been deposited in the bank. We also provide our property owners online access with up-to-date visibility in to the collection of their income, statements and investment portfolio's performance.

## **16. Income Management**

- Faster payment processing means accelerated collection of property income for our property owners.
- Ability for owners to easily gauge the effectiveness of our collection.
- Standard tenant notices and statements to communicate with your tenants in a professional manner.
- On-demand reports are also available.

## **17. Rent Collection**

- Tenants rent is due on the 1st of the month.
- Rent is considered late on the 2nd.
- Three day notices are issued on the 5<sup>th</sup>.
- If rent is not received by expiration of three-day notice, eviction will be filed per the owners direction.

## **18. Expense Management**

Controlling property expenses is one of our critical responsibilities. Our systems enable us to efficiently track bills, interactions with vendors, ensure bills get paid for the right amount on time, every time. All vendor information, bills, bill payments, conversation notes, and even scanned copies of documents are available in one secure, shared location. This results in:

- Controlled property expenses through appropriate visibility of historical bills.
- Elimination of costly errors resulting from paying vendors for duplicate bills.
- Avoidance of overdrawing property accounts by viewing portfolio income when paying bills.
- Proper use of operating reserves when paying bills.

Our itemized monthly and annual operating statements consolidate a variety of information for easy review as well as income tax preparation.

## **19. Monthly Disbursements**

- We disburse funds once each month.
- Owners are mailed checks by the 17<sup>th</sup> of each month.
- Direct deposit is available to banks in the local area.
- Monthly statements are emailed or mailed to property owners at this time.

## **20. Communication**

We are committed to prompt, thorough, and professional communication at all levels:

- We use voice, electronic and written communications extensively.
- Staff members are available via office phones, cell phones and email.
- Our monthly statements are designed to keep our clients well informed.
- Our listings provide interactive tools online for Real Estate Agents to make it easy for them to show your vacant properties. They obtain quick access to all the information they need and can schedule showings on the spot.
- Technology is integrated throughout our company. With the use of networking, online digital photos, online archived files, wireless and Internet capabilities, customized property management systems and comprehensive training, a we can generally answer most questions quickly and completely.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.

## **21. Maintenance Services**

**InvestPro Properties** strives to minimize inconvenience and cost to any of our residents or property owners. We maintain extensive in-house and sub-contractor relationships year-round for all types of building repairs. Our switchboard is answered 24 hours a day. For non-emergencies maintenance, a maintenance request can be submitted on-line.

- **InvestPro Properties** evaluates and selects vendors for all maintenance needs including lawn care, pool care, cleaning, painting and repairs. We check the work and pay invoices - with no mark up – out of rental income.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.
- We look after each property, handle all maintenance and repairs in the best interest of the owner.
- We take all maintenance problems at heart and will work to correct them as quickly as possible.



## Frequently asked questions?

### ▶ Do I need *InvestPro Properties, Inc.* to manage my investment property?

**YES!** Real Estate investors often underestimate the responsibilities of rental property ownership. We have more than fifteen years experience managing residential and commercial real estate. As investors ourselves, we know firsthand that successful property ownership requires maintenance, marketing, legal expertise, tenant screening, accounting, and more. Our Property Managers have great knowledge and expertise in the following:

- Property Evaluation.
- Local, State and Federal Landlord/Tenant Laws.
- Real Estate Trends and Considerations.
- Reputable, Licensed Contractors.
- Property Marketing and Advertising.
- Prospective Tenant Screening.
- Coordination of Property Maintenance.
- Regular Property Inspection.
- Rent Collection and Distribution.
- Lease Termination and Eviction.

➤ Whether you own residential or commercial property we'll handle it all for you.

### ▶ Is *InvestPro Properties* the answer?

**YES!** It's true; whether you own residential or commercial property we'll handle it all for you. Our services include, but are not limited to, the following:

- Property marketing and advertising.
- Property showing to prospective tenants.
- Personal tenant interviews and screening.
- Credit, criminal and background checks.
- Tenant history verification.
- Coordination of property maintenance.
- Regular property inspection.
- Lease negotiation and execution.

- Lease modifications and updates.
- Lease termination and eviction.
- Rent collection and distribution.

▶ **How long will it take to get us a tenant?**

The rental market is affected by supply and demand. However there are three factors that determine how quickly your property will rent. They are price, location, and condition. One or two factors without the third will cause a property to sit on the market longer. Our average marketing time is about two to three weeks to secure a qualified tenant and accept a deposit. Typically after accepting the deposit a tenant will move in within two weeks, but no longer than thirty days.

▶ **Are you licensed and insured?**

We are a licensed Real Estate Brokerage. We carry errors and omission insurance, as well as liability insurance.

▶ **What types of properties does *InvestPro Properties, Inc.* manage?**

We specialize in the management of residential single family, duplex, condominiums as well as multi-family apartment buildings up to 60 units. This does not exclude our services for providing management to select commercial properties. We can and do manage a number of commercial properties as well.

▶ **What are your office hours?**

We are open for business from 9:00am to 5:00pm weekdays. We also work all rental calls on Saturday and Sunday. We are on call 24/7 to handle emergencies, non-emergency repairs are assessed and handled in a timely manner.

▶ **How do you handle emergencies?**

A big part of good landlord-tenant relations is availability and a timely response. Our company provides an on-call person 24 hours a day to handle emergencies. We have a preferred list of service vendors who will respond promptly to all emergencies.

▶ **How do you perform our bookkeeping and reporting to property owners?**

Our collection and distribution of rents is a vital part of our service to you. We pride ourselves on getting rent checks out to our owner's in a consistent, timely manner every month. With our specially designed property management software we have comprehensive easy to understand monthly and year to date reporting. At the end of the year each owner receives a 1099 and year end statement which makes tax preparation easy for our owner's. Our Bookkeeping and Accounting staff handles all Accounts Payable, Accounts Receivable, Owner Disbursements, Vendor Disbursements and Reporting among other administrative duties.

▶ **Can you deposit my checks directly into the bank?**

We will be happy to electronically deposit your payments directly into your bank and email the monthly statement to you.

▶ **Will you make mortgage payments for me?**

We will be happy to make any payments requested as long as adequate funds are available in your property's trust account.

▶ **How much do you charge for management services?**

Due to our success over the years we have been able to keep our full service fees extremely low; we charge 10% of the monthly rent collected as a management fee and a leasing fee equal to 75% of the first month's rent for an annual lease (6.25% of the gross lease). Furthermore, we do not charge minimum fees if a property is vacant and will not ever charge renewal commissions!

▶ **Does InvestPro Properties charge extra for coordinating maintenance repairs or getting a unit ready to rent?**

**No!** This is part of our standard service to you, the owner, and is included in our management fees. We do not accept rebates from vendors, nor do we charge fees to tenants to oversee maintenance repairs.

We use only licensed and insured Independent Contractors for the owners' protection. Due to the high volume of properties we handle, we can secure excellent rates from these vendors, which are passed directly to our owners.

▶ **How do you handle maintenance requests?**

Non-emergency maintenance requests must be made in writing to prevent frivolous requests. These can be mailed, faxed, emailed or dropped at our office.

▶ **Can we use our own handyman?**

**Yes**, however he must be licensed and insured in order for us to pay him.

▶ **What happens once you find a qualified tenant?**

Even though we have secured a qualified tenant, our job has just begun. Now we take care of the day-to-day operations of insuring that your investment will perform to your expectations.

Our owners rely on us to enhance their property value, and since we are investors too we know exactly how to accomplish this.



## **Questions About Tenants, Leasing & Rent**

### **❖ How long will it take to get us a tenant?**

The rental market is affected by supply and demand, however there are three factors that determine how quickly a property will rent. They are price, location and condition. One or two factors without the third will cause a property to sit on the market longer. Our average marketing time is about 2-3 weeks to procure a qualified tenant and accept a deposit. Typically after accepting the deposit a tenant will move in with two weeks, but not more than thirty days.

### **❖ How do you get us a tenant?**

We have a strong marketing program to attract prospective tenants. We implement all current available resources to secure qualified tenants for our Owners as quickly as possible. Below are some of the following resources we utilize:

- Your property goes into the Multiple Listing Service (MLS).
- Numerous Internet Sites.
- Our Rental List.
- Yard Signs.
- Advertising in local neighborhood publications.
- Broker Referral Program.
- Tenant Referral Program.

### **❖ How do you screen perspective tenants?**

One of the most important things we do is placing the proper tenant into your unit. This is accomplished by a thorough background check. This includes, but is not limited to the following:

- ✓ Civil search for any evictions or litigation.
- ✓ Criminal search for any felonies.
- ✓ FDLE sexual predators search.
- ✓ Terrorist Alert List.
- ✓ Social Security number verification.
- ✓ Credit check to determine how individual handles their obligations.
- ✓ Employment verification.
- ✓ Rental check for previous 5 years.
- ✓ Cross reference addresses from application against credit report.

### ❖ What happens after you accept a tenant?

Upon acceptance of the tenant we require that they give us a non-refundable deposit to take the property off the market. This is usually equal to one month's rent and will be credited at move-in as the Security Deposit. Security deposits are held in a recognized Escrow Account. Our leases are annual leases and have been reviewed by an attorney who specializes in Landlord/Tenant Law. Leases are continuously updated to stay current with the changes in local and state laws. Tenant responsibilities are clearly defined, giving us the ability to enforce lease requirements.

### ❖ What happens if the tenant doesn't pay his rent?

A tenant's rent is due on the 1<sup>st</sup> and considered late on the 2<sup>nd</sup>. We generally issue late notices (the required state collection tool for unpaid rent) by the 5<sup>th</sup> of the month. This notice requires them to pay their rent within a specific number of days after the date it was delivered (excluding weekends and holidays). In the event rent is not received by the expiration of the late notice, we will have the attorney file eviction against the tenant, per the owner's direction. This normally takes about 2-4 weeks and the law firm that draws up our leases only charges the owner \$150 to file a traditional, uncontested eviction.

### ❖ Are there any guarantees?

**YES**, Our services always come with a Free 6 months Tenant Performance Guarantee on your renter(s).

- Should any tenant(s) that we place into your rental home move out and break their lease (for any reason) during the first 6 months of their lease, we will waive our normal leasing fee and re-rent your home to new tenants FOR FREE!

### ❖ What repairs are the tenants responsible for?

Tenants are responsible for keeping their unit in good repair. AC filters are to be changed on a monthly basis. They must check their smoke detectors and change batteries regularly. Any clogged toilets, drains, jammed garbage disposals, abuse, misuse or neglect of the property are the tenant's responsibility.

Owners are responsible if plumbing issues are a result of a crushed pipe or roots in the line. Pest control is a tenant's responsibility in single family homes, condos, townhouses and in multi-family units of less than four units. The lawn and pool care are negotiated on a case by case basis when applicable.

### ❖ What is your policy on Pets?

Whether or not to accept pets is always the owner's decision. However, we always encourage owners to attract the largest pool of potential tenants, so we recommend always saying pets are possible if the community allows pets. From there we can determine if the prospects are credit worthy and if the pet is something we would accept with an additional deposit. Only small to medium sized, non-violent, common domesticated animals would be considered. Certain breeds of dogs are not acceptable because of liability considerations. Farm animals are also not permitted.

### ❖ What happens when the property becomes vacant?

Tenants are required to give thirty days notice prior to vacating. Once we receive a notice to vacate, we begin marketing the property immediately. When the unit becomes vacant we conduct a move-out inspection. We make any appropriate claims against the security deposit. We then would recommend to the owner any necessary repairs and with approval and funds begin making the unit ready for re-rental. This is always a good time to address any major improvements or improvements in general.

### ❖ What kind of insurance do I need to have?

If you are taking your personal residence and turning it into a rental property, you need to change your homeowner's policy to a landlord's policy (sometimes referred to as a rental dwelling or dwelling fire policy).

If your property is already a rental, you should just verify with your insurance agent that you have the proper liability insurance. The limits should be in an amount of not less than \$100,000 per person and \$300,000 per occurrence. There is usually not a significant change in premiums. If your investment property is a townhome or condominium unit, do not assume you have the proper insurance. You need to have a separate liability policy (separate from the association) to make sure both you and your rental property are adequately protected.

### ❖ What is the additional inspection you offer?

Overseeing all the maintenance, repairs, inspections and handling tenant relations is all part of our regular management services. However, periodically an owner will request a comprehensive written report that includes photographs, a detailed rating of all components of the property and recommendations of deficiencies or recommended improvements. The cost of this service is an additional \$150.00.



## The Property Owners Expectations

Now it's time to make your rental portfolio work for you. This is accomplished by allowing **InvestPro Properties, Inc.** to help provide the tools, knowledge, wisdom and proper "alliances" necessary to profitably invest in rental property. We do this in many different ways. One way is to provide constant up-to-date consultation and market reports to help provide you confidence by acting as a guide to help those who are new to rental investing. And for those who are veterans in the business, think of our company as water - providing you the ability to adapt by being able to flow in any direction the current or future market may lead us.

The purpose of this section is to review the services and benefits of having **InvestPro Properties** manage your real estate assets. You'll have the peace of mind knowing that your investments are being managed in a competent, professional and efficient manner. With over fifteen years of property management experience, we're confident that our expertise can eliminate the stress of property management. After signing the management agreement, we will proceed with our normal property management procedures as follows:

### ❖ Marketing and leasing

**Our normal Leasing services include:**

- Placing one of our **InvestPro Properties, Inc.** "Now Leasing" signs on your property (if permitted) as soon as a vacancy is recorded, usually 30-60 days before current tenants lease expires.
- Placing a description of your property on our vacancy list, which is available free of charge to all who come into or call our office. We also fax these lists upon request. There is no charge for this service to potential renters.
- Placing your rental property with a full description and photos on our website, as well as kwikrents.com, hotpads.com, homerentals.net, craigslist, rentclicks.com and a variety of others (They periodically change according to the traffic).
- Placing your property on the Multiple Listing Service, making it available to all Realtors and offering a referral fee to them in the event they bring us a qualified tenant.

- Conducting a comprehensive applicant qualification screening process to assure that we obtain the best possible tenant.
- Not renting your property for an amount lower than what you have agreed to without first obtaining your permission.
- Obtaining a reservation fee to take your property off the market.
- Scheduling with the qualified applicant a date and time for the lease signing and executing the lease agreement.
- We will conduct the move-in meeting with the tenant and have the tenant go over and sign a Move-In Move-Out Inspection Report. This will ensure the tenant and property manager agree on the condition of the rental unit before the tenant receives the keys. After the Move-In Move-Out Inspection Report is signed, we will review and sign the lease and Rules and Regulations Form, and then turn the keys over to the tenant. This move in process is a proven method for developing the trust and relationship needed for a successful tenant relationship, as well as providing the documentation and legal structure necessary to protect the owner if problems occur in the future.

### ❖ Lease renewals

#### **Our normal Property Management procedures include:**

- Attempting to renew the Lease with the current tenant at least 45 days prior to the expiration of the Rental Agreement, **unless you instruct us otherwise in writing not to.**
- Renewing the Lease at a higher rent if possible. We do not agree to a lower rent without your specific permission.
- Immediately notifying you by phone, email or in writing as soon as we learn the property is becoming vacant.
- Immediately beginning to market the property for a new tenant if the current tenant is not renewing the Rental Agreement, **unless you instruct us in writing not to do so.**

Our renewal program will allow us to be proactive in renewing the tenant's lease. We will evaluate the current rental market to determine how much of an increase the current tenant can expect. If the tenant decides not to renew the lease, which is usually less than a 20% probability, we will be proactive in pre-leasing the rental unit at the current market rental rate.

### ❖ Property inspection program

#### **Our normal Property Management procedures include:**

- Our team will inspect your property at least once each week when it is vacant.
- We will conduct our extensive "Check List" which consists of walking the whole rental unit with the "Move-In Move-Out Inspection Report" to detect any damage caused by the tenant that previously moved out. If damages are found caused by the previous tenant then we will follow our system to properly impose a claim against the security deposit.
- Conducting monthly drive by inspections.

- Conducting a comprehensive visual interior/exterior inspection in a written report with photos and recommendations to the owner once a quarter. The inspector will also inspect the air filter, install take pictures of the interior if needed, note any visible damage, and complete a written report. This service optional but strongly encouraged as it not only helps to dramatically lower maintenance cost over the long term by being able to spot small inexpensive issues before they become big costly repairs but it also helps to keep the tenant “on their toes” so to speak as possible tenant lease violations can also be uncovered during these inspections. The cost of the inspection is \$75.

### ❖ Day to day operations

**Our normal Property Management procedures include:**

**InvestPro Properties, Inc.** follows a very innovative system model. This system model enables us to provide very dependable and predictable services to our clients on a day to day basis.

- **InvestPro Properties** will make owning rental property as an investment not only smart and easy but we can also help assure it’s a profitable venture for you as well. We will make every reasonable effort to collect the rent in a timely fashion; rent is due on the 1<sup>st</sup> day of the month and is considered late after the 2<sup>nd</sup>.
- We will always conduct our business relationships fairly and equally with all tenants.
- Through our experienced staff and our state of the art property management software we make responding to all tenant concerns and emergencies quick and efficient.
- We will make every reasonable effort to renew the Lease with the current tenant with an increase of rent to current market rental rate.

### ❖ If a tenant does not comply with the Lease Agreement or Rules and Regulations

**Our normal Property Management procedures include:**

- Serving any applicable legal notice under Florida Landlord Tenant Law to ensure compliance with the Lease Agreement.
- Making a follow-up visit to the rental property to determine wither or not the tenant has complied in a timely manner to any and all legal notice or letters, delivered by us.
- Personally delivering all notices and letters including the 3-day notice (Florida’s legal notice required before an eviction for a non payment of rent can be filed.)
- We work with the top landlord tenant eviction attorney’s in Florida. They will assist in any eviction action taken against a delinquent or non complying tenant. This procedure will always be done in a timely fashion, **unless you instruct us otherwise in writing to delay for any reason.**

### ❖ Reporting to owners

**Our normal Property Management procedures include:**

- Preparing and mailing/emailing or faxing any and all comprehensive statements along with the owner’s distribution check by the 17<sup>th</sup> of the month or the 31<sup>st</sup> on larger complexes.
- Our state of the art property management software allows for many useful, detailed reports. Our team will fax or email the owner key reports they request once a month.
- We also provide copies of all vendor invoices for expenses charged to your account.

- We will deposit your distribution check directly into your bank account if we have mutually agreed in writing to do so.
- Our team will also send 1099 income Form and Profit & Loss statement at the end of each calendar year to assist you in your tax preparation.

### ❖ Repairs maintenance and upgrades

#### **Our normal Property Management procedures include:**

- We will consult with you, the property owner, in advance regarding any expenditure to the property that would exceed \$200, **unless it is an emergency affecting the safety health of the tenant, or the integrity of the property.** We will obtain written permission to proceed with any property expenditure exceeding \$200, unless an emergency.
- Arranging and authorizing services, necessary to maximize the property's appeal to prospective tenants, thus expediting leasing and minimizing vacancy time. Examples would include: utilities, maid service, carpet cleaning, lawn service, pool services, painting and minor repairs.
- We will draw from any available forfeited security deposit funds to address expenses that were the previous tenant's responsibility.
- We will change the locks between tenants residency to decrease owners liability.
- We also will only use properly licensed and insured vendors who are highly qualified and have experience dealing with the rental industry to perform the work on your property.

### ❖ Local, state and governmental regulations

#### **Our normal Property Management procedures include:**

- Complying with local, state and federal FAIR HOUSING laws and ordinances.
- Complying with FLORIDA STATUTES LANDLORD TENANT LAW.
- We will also comply with U.S. EPA requirements regarding lead-based paint disclosure.
- We comply with all other applicable laws and ordinances, whether local, state or federal, that may affect the management of residential rental property.

## What do I need to do to get my property ready to rent?



- ✓ Carpet should be professionally cleaned and in good condition with no odors.
- ✓ Premises interior and exterior should be in “move-in clean” condition.
- ✓ All appliances and other systems related to the property should be in clean working condition and repair. This includes anything being conveyed with the property.
- ✓ All plumbing and plumbing fixtures should be in good repair and working properly. No leaking pipes or running toilets.
- ✓ All bathroom tiles should be in good condition with no loose tile and all cracks, corners and seams properly caulked.
- ✓ Kitchen and bath counters and back-splashes should be in good condition and seams properly caulked.
- ✓ Window treatments should be clean and in good working order or removed. It is not the landlord’s responsibility to provide window coverings on single family homes. They can be left for the convenience of the tenant, but have to meet the above requirements.
- ✓ All electrical outlets and switches need to be in good repair and have cover plates.
- ✓ Interior paint should be fresh and in a neutral color.
- ✓ Smoke alarms must be properly installed and in working condition.
- ✓ Household rated fire extinguisher, properly serviced, and attached in the kitchen is strongly recommended.
- ✓ All light fixtures should have working light bulbs and be in proper working order. Ceiling fans, if any, should also be clean, balanced and in good working condition.
- ✓ Lawns should be mowed, free of any debris, edged, trimmed, shrubs trimmed, tree limbs cut away from house and irrigation system (if any) in good working order.
- ✓ Well water and soft water systems, if applicable, should be in good condition, functioning and have chemicals added at the appropriate level.
- ✓ House numbers-three inches high-should be properly displayed on the front of the property, as well as affixed to the mailbox.
- ✓ Roof should be in good condition with no leaks.
- ✓ All debris, trash, and/or any discards should be removed from the premises, including the attic and storage sheds.
- ✓ All exterior door locks should be in good working order with at least three sets of keys.
- ✓ Exterior paint should be in good appearance without any significant fading, chalking, weathering or peeling.
- ✓ Copies of all warranties, service contracts, termite and/or pest control contracts need to be provided to [InvestPro Properties](#).



## Brief Closing

We appreciate the opportunity to present **InvestPro Properties, Inc.** services to you. We trust that our “Property Owner’s Handbook” has answered the questions you have about property management and the superior services our company performs. At InvestPro Properties, managing your real estate assets is our only business. We are experts in the management field, our main focus is to maximize your income and minimize your expenses through a strategic alliance between you and our team. Our entire staff is dedicated to giving you the best, experienced, dedicated and dependable service you expect and deserve.

As you can see **InvestPro Properties** is a revolutionary property management company that makes your rental property experience simple, and more importantly, profitable. Our fifteen years of experience will save you thousands of dollars while maximizing your returns and giving you the peace of mind that your investment is being properly handled by professionals. We make owning rental property an enjoyable, profitable experience.

We would consider it a privilege to help you continue to grow and prosper from your real estate portfolio.

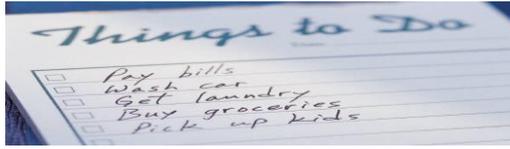
If you have any questions please feel free to contact us.

Corporate Headquarters  
601 Heritage Dr. Suite #472  
Jupiter, Fl 33458

(Toll Free) 1-855-EZ-RENT-8 (1-855-397-3688)

(Local) 561-203-7022

[info@investproinc.com](mailto:info@investproinc.com)



## Getting Started Checklist!

**The following is a list of items we will need to begin management of your rental property:**

- A signed Management Agreement by all owners of the property.
- If applicable a completed Lead-Based Paint Hazard Disclosure form. This form only applies to homes built before 1978. Disregard this form if your property was built after 1978.
- All Keys pertaining to the rental property, i.e. house keys, pool keys, garage door opener remotes, and gate entry cards and /or remotes to the community. Four (4) sets of keys are ideal. If you don't have that many keys available we can make duplicates. For liability and security reasons, if the rental property has been occupied either by the owner or a tenant all locks should be re-keyed before a new prospect tenant moves in. Please do not duplicate keys unnecessarily.
- A copy of the HOA or Condo Association Rules and Regulations where your property is located, along with the name and address of the governing association will be needed. (Disregard if your property is an apartment complex.)
- A copy of your insurance policy naming our company as an additional insured. The "Insurance: Owner's Liability" form letter at the back of this packet is provided to help you in making this request to your insurer. Please complete the form and send it to your insurance agent at your earliest convenience. Please return written confirmation that our company has been added as an additional insured to us.
- If applicable, a copy of any current Lease Agreement and Assignment from previous landlord to our company. Tenant names, and contact information.
- If applicable, security deposits for any existing tenants or written information on where this deposit is being held.
- A completed and signed W-9 form providing your Social Security Number or Taxpayer Identification Number, or other applicable taxpayer form (i.e. W-8, 4224) for non-U.S. citizens.
- A check in the amount of \$200 to fund the rental trust account.
- A completed "Authorization for Automatic Deposits" form with voided check attached, if you wish to have your funds electronically deposited into your bank account each month.

**Thank you, we look forward to developing a successful strategic alliance with you!**