Full Service Property Management

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Maintaining open communication is essential to a successful property management relationship. Keeping in touch with homeowners and residents of our rental properties ensures the quality of service that you expect. We want to make sure that all aspects of managing your property occur as efficiently and smoothly as possible. At Full Service Property Management (FSPM) we want you to feel confident that we have everything under control so that you don't have to worry about it. We provide Full Service for your rental property, so sit back and relax!

Why Choose Us?

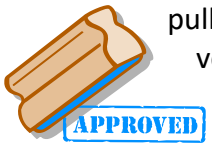
- ***Communication***: As mentioned, communication is a focus at Full Service Property Management. You can rest assured that your questions and/or concerns will be addressed in a timely manner by one of the agents/staff in our office. We are always there for you and our residents.

- ***Advertising***: FSPM utilizes numerous websites including, but not limited to: Realtor.com, Zillow.com, Trulia.com, HotPads.com, as well as our office's main website. We also utilize Stellar Multiple Listing Service (MLS), which provides information to other offices, including approximately 35,000 agents, regarding your property. Thanks to the MLS, agents are able to see that we offer compensation to any agent who finds a qualified resident for your property. We also display a sign in the yard to draw attention to those who may be driving around in search of a property. In addition to our own advertising efforts, other agents often refer prospects to our office.

- ***Follow-up***: FSPM follows up with every lead that we receive. This ensures that your property is available to every interested party.

- ***Availability***: For your convenience (and your resident's) our office is open 5 days a week (excluding national holidays). In addition, we realize that many potential residents work during the day. Therefore we make every effort to be available for showings on evenings and weekends. We are also available 24 hours a day, 7 days a week to handle emergencies.

- ***Screening***: We screen all adult applicants using a detailed screening process. Our process includes pulling a national credit report, eviction search, and criminal background check. We also verify employment and income, as well as contacting previous landlords for additional relevant information.



- ***Leases***: To protect all parties involved, we order each of our leases from a Florida law firm that specializes in property management. We also facilitate the signing of the lease (and any associated documents), and ensure that documents have been executed in full.

- ***Documentation***: Before a resident takes possession of a property, FSPM completes a detailed walk-through, documenting the condition of the property. In addition, we take a minimum of 400 photographs of the home (depending on the size of the property, often our photo count exceeds 1,000). This provides concrete documentation of the condition of the home.

- ***Payments***: We provide residents with three (3) options for making payments. They may set up automatic payment through their bank, mail payments to our office, or deliver their payment during regular business hours. The first month's rent and security deposit (and pet deposit, if applicable) are collected as secured payment before we provide keys to resident(s).

- ***Homeowner's Funds***: Homeowner's have the option of having their funds deposited directly into their account or having a check mailed to them.

- ***Maintenance***: FSPM handles maintenance and repairs of the interior and exterior of the home as necessary, utilizing only licensed and insured vendors. With the exception of emergency repairs, we will seek approval for items and/or services in excess of $200.00.

- ***Assessments***: Approximately every 45 days we drive by the property to make sure that the exterior and grounds are being maintained. This also gives us an opportunity to ensure that only the vehicles listed on the lease are parked at the home, helping us to know if there may be any additional residents. It may also allow us to see if there are any unapproved pets on premises.

- ***Records***: FSPM maintains accurate records of receipts, expenses, and accruals to the homeowner. Homeowners receive a monthly statement with copies of invoices/receipts. In addition, you can always contact us and we can provide you with the documentation you need, as necessary.

In addition to all of these services, Full Service Property Management also handles items such as:

- Collecting rent on a timely basis, imposing late fees as applicable, and delivering a three-day notice to begin the eviction process, as necessary
- Hand delivery of notices to residents when needed
- Gathering repair/maintenance estimates, coordinating the completion of the work, and making payments to vendors
- Preparing monthly statements
- Preparing annual year-end income and expense statements, as well as IRS 1099 Forms
- Processing notices to vacate or to renew a lease term
- Completing claims on security deposits, when necessary, in accordance with the Florida Landlord Resident Laws, F.S. 83.

Essentially, Full Service Property Management handles all aspects of managing your property leaving you time to relax and enjoy the investment that you have made.

Fees

The **PROCUREMENT (FINDER'S) FEE** (one full month's rent, not to exceed $1000) covers services in connection with:

- All tasks involved in advertising the property
  - Placing signage on the property
  - Utilizing the MLS to make the property available for other agents to view and show to potential applicants
  - Placing a lockbox on the property to allow access for other licensed agents
  - Advertising your property on numerous websites including Realtor.com, Zillow.com, Apartments.com, Trulia.com, and various others
- Handing prospective residents
  - Following up on each lead received
  - Showing the property to potential applicants, including evenings and weekends
  - Managing negotiations between homeowners and applicants
- Processing applications (If the HOA/COA requires an application, we will assist in facilitating the completion of that application process as well)
  - Gathering the proper documentation from applicants
  - Conducting criminal and credit checks
  - Verifying income and employment
  - Confirming residence history
- Negotiating terms of the lease to ensure all parties are satisfied with the lease agreement
- Facilitating the signing of the lease agreement and all documents necessary for new residency
- Providing new residents with a "Resident Handbook" outlining expectations for maintenance of the home
- Documenting the condition of the property before residents move in
  - Taking a minimum of 400 photos of the home (typically closer to 1,000)
  - Completing a checklist that documents the condition of the home
- Conducting the move-in at the property with the resident

The PROCUREMENT (FINDER'S) FEE describes the services of a FINDER'S FEE ONLY AGREEMENT

The **MANAGEMENT COMMISSION** (10% of the rent each month following the move-in) covers services in connection with:

- Collecting rent and processing payments
  - Rent is typically due on the 1st of the month. Residents are provided a three-day grace period, during which time FSPM will send out a friendly reminder of the due date via email and/or phone.
  - On the 5th day of the month rent is considered late and late charges begin to accrue. At this point, we can serve the legal prerequisite paperwork (a three-day notice) to file an eviction.
- Handling repairs (emergency and non-emergency)
  - Receiving the call, coordinating the repair with the appropriate repair company, paying the bill with homeowner's funds, providing homeowner with copies of the bills for their records.
- Drive-by observations
  - These observations (conducted about every 45 days) provide us with an opportunity to: determine if residents are maintaining the property, check for any evidence of additional

residents and/or pets, and keep an eye out for any exterior maintenance that may be necessary.

- Annual Property Review
  - Once per leasing period we provide an Annual Property Condition Review. This review includes photos of the property with recommendations regarding upkeep, maintenance, and repairs.
  - This review allows us to review how the resident is complying with the lease terms in regards to the physical care of the property.
  - We may also be able to determine if there are any additional residents and/or pets in the home.
  - FSPM also looks for visually noticeable safety issues, so that they may be addressed and in turn minimize liability.
  - Finally we review the home to determine if there may be any capital improvements necessary in the near future.
- Maintaining accurate records
  - Preparing monthly statements for homeowners
  - Providing homeowners with invoices/receipts for maintenance and repairs
  - Preparing annual year-end income & expense statements and IRS 1099 Forms
- Homeowner/resident relations
  - Responding to inquires from residents
  - Relaying intentions regarding renewals
- Move-Out walk-thrus
  - Comparing the photos and documentation from the move-in
  - Imposing a claim on the security deposit, if necessary and as required by the Florida Landlord/Resident Laws (F.S. 83)
  - Returning the remainder (or the entire) security deposit, depending on condition upon vacating

Our goal at Full Service Property Management is to make renting a home a simple and enjoyable experience for Homeowners and Residents! Feel free to contact us anytime!

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