

# **OWNER HAND BOOK**

**Real Property Management & Realty, Inc**

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## **Real Property Management & Realty, Inc.**

Welcome and thank you for choosing Real Property Management & Realty, Inc. (RPM) to manage your property. The Property Owner's Handbook is designed to assist you in understanding our services and administrative processes. Becoming familiar with our procedures will enhance our business relationship with you the client, allowing us to better serve your needs in the most professional manner.

The management relationship is established with a written contract called the "Management Agreement." It is between the owner of the property and Real Property Management & Realty, Inc. The terms, conditions and provisions are established through this document. Real Property Management & Realty, Inc. is licensed and insured and conducts all business in accordance with Federal and State laws including the Fair Housing Act. Real Property Management & Realty, Inc. does not discriminate on the basis of race, creed, religion, age, sex, familial status, disability, national origin or any other protected basis.

***"We do more than just manage your property,  
we manage it as if we owned it ourselves"***



## **Professional Property Management**

Real Property Management & Realty specializes in the professional leasing and management of residential property in Orange and Seminole counties. Our services cover single family homes, townhouses, condos, duplexes and other multi-family properties. We offer the best in personalized and professional management to meet your investment needs. At Real Property Management & Realty *we do more than just manage your property, we manage it as if we owned it ourselves.*

## **Our Team Of Professionals**

At Real Property Management & Realty your investment will always be represented by a property manager who is a licensed Realtor®. All our team members are Licensed Realtors® including a Florida Real Estate Broker, an Accredited Residential Manager (ARM®), a Graduate of the Realtors Institute (GRI), a Certified International Property Specialist (CIPS) along with degrees in Marketing and Real Estate and International Affairs.

Real Property Management & Realty is also one of the founding members of the Orlando chapter of the National Association of Residential Property Managers. No matter what type of real estate you own, your investment will always be under the supervision of an experienced professional with extensive training and continuing education.

## **Professional Affiliations**

NARPM® - National Association of Residential Property Managers

IREM - Institute of Real Estate Management

NAR – National Association of Realtors

FAR – Florida Association of Realtors

ORRA – Orlando Regional Realtors Association

## **Marketing Your Investment Property**

**Internet** – The internet has become the most effective marketing tool in recent years. RPM provides property listings on our company website and the MLS at no charge to our owners. Our website is very user friendly allowing prospective tenants to quickly narrow down the area of town and price range they are looking for. There are photos of each property, maps to get there, school information and other pertinent data. The website is updated on a daily basis and tenants can apply right on line. Our aggressive marketing program uses over 20 effective websites providing constant tenant leads. In addition, our leasing agents regularly post rental ads on various websites to get your property rented as quickly as possible. RPM charges no fees until we rent the property.

**MLS** – RPM provides a property listing on the local Multiple Listing Service (MLS) at no charge to our owners. We provide photos and all the pertinent information about your property and this listing goes out to thousands of local Realtors. RPM offers a referral fee to licensed Realtors who provide us a tenant who is approved and signs a rental agreement. This further increases the chances of getting your property rented at no additional cost to our owners.

**Software** – RPM uses the most advanced software to rent your property as quickly as possible. Every property inquiry that comes into our office whether by phone or email is tracked by our software. Calls are dispatched to a live Realtor who has already previewed your property to set up a showing. We can provide information to our owners as to how many leads have come in, how many showings we've had and feedback from prospective tenants allowing us to make any adjustments that may be needed and get your property rented.

**Signage and Hard Work** – Real Property Management & Realty provides professional "For Rent" signs at all properties where allowed. This provides a phone number and website where renters can get more information about your property. All new properties are viewed by our agents and we show properties 7 days a week until they are rented. RPM and our agents do not get paid until we rent your property. We also work with large local employers such as Lockheed Martin, Martin Marietta and Disney looking to assist their employees with housing needs.

## Tenant Applications

**Background Check** – Proper tenant screening is one of the most important aspects of our property management services. RPM conducts the most thorough background check in the industry. Each legal adult must fill out a detailed rental application and go through a rigorous check which includes the following:

1. National credit residential history and bankruptcy report
2. National eviction background report
3. National criminal background check includes:
  - a. Arrest records
  - b. Sex offender check
  - c. Federal FBI/CIA terrorist check
  - d. Federal Most Wanted check
  - e. Federal OFAC check
4. Employment and Income verification check
5. Other advanced techniques by our highly trained staff

We are so confident of our background checks that we offer our **Tenant Guarantee**:

If a tenant needs to be evicted that RPM has done the background check on, RPM will pay for the eviction cost including court cost to file and attorney fees.

It is, therefore, in our interest as well as our owners that we choose tenants prudently. Ask other management companies if they are willing to put this in writing!

## Leasing & Management

First and foremost, RPM's fiduciary duty is to our owners. We work for you and always look out for your best interests. Our rental agreement is very detailed and is designed to protect our owners from liability issues while incorporating the latest landlord/tenant laws and treating the tenants in a fair and respectful manner.

RPM collects a full security deposit and one full month's rent in certified funds prior to a tenant move in. A complete Move-In Inspection form is filled out documenting the property condition when the tenant takes possession. This is used when a tenant vacates a property to ensure they leave it in the same condition as when they moved in.

Rent is always due on the first of each month with rents and security deposits always being kept in an escrow account. Applications, security deposits and rent can be paid on our website by electronic check or credit card.

## **Maintenance**

RPM always strives to keep the owner's maintenance costs to a reasonable level. We do not profit or up charge on any maintenance issues that may arise on your property. Our contractors are licensed professionals and insured to reduce liability to our owners. Real Property Management provides volume business to these contractors allowing us to negotiate lower fees which we pass onto our owners.

The property condition during tenant move-ins and move-outs is documented and we inspect the property on a regular basis. Tenants agree to their responsibilities in the lease agreement and maintenance requests must be in writing. If Real Property Management determines the maintenance issues is because of tenant negligence, the tenant must pay the contractor not the owner.

## **Accounting**

Real Property Management uses specialized property management software to ensure accurate accounting of funds for your investment and we offer escrow/trust accounts for our owners at no extra cost. To send rents out as quickly as possible, we provide direct deposits into owner's accounts and our owners may view their monthly statements on line at any time. We will also provide a year-end statement summarizing income and expenses for the year.

From our website, tenants may pay application fees, security deposits and rent on line 24 hours a day with an electronic check or credit card. Owners may visit our client login tab to view their statements or replenish their maintenance reserve fund.

## **Property Sales & Purchases**

In addition to providing superior management services Real Property Management & Realty can also help you sell your investment when the time comes. We are members of the Orlando Regional Realtors Association and can provide Multiple Listing Services at discounted fees to our existing owners. RPM has an existing relationship with the current tenant and is the best equipped to handle and negotiate showings

RPM can also help you find another investment when you are ready to increase your portfolio. We will review current market conditions and recommend where/what and type of property is best to consider at that time. This can help in getting your new property rented quickly and be poised to appreciate in coming years.