



Andrew Garcia, REALTOR® / Permitted Property Manager
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Property Management Services

Tenant Screening

Expertly screening prospective tenant(s) is the key to having a successful landlord/tenant relationship. Robinson Property Management employs the latest industry tools in researching and analyzing each prospective tenant.

Our goal is to acquire the most highly qualified tenant(s), which we ascertain with credit/background checks, proof of income, and rental history verification. Applicants must provide proof of current employment (copies of check stubs) with income in excess of three times the prospective rent. RPM will contact both the applicant's current landlord and current employer to verify rental history and income/stability. Additional sources of income will be verified if necessary to meet the three-times rule.

Credit Check

RPM conducts business in accordance with the Federal, State, and local Fair Housing Laws. Negative rental history is grounds for the denial of an application, which includes, but is not limited to: NSF checks, late rental payments, noise complaints, unfulfilled lease term(s), eviction proceedings, and outstanding/owed rent/collections. Tenant(s) applications will only be presented to owners after RPM has finished the qualifying process. We provide housing on an equal opportunity basis to all persons regardless of race, color, sex, religion, national origin, handicap, or familial status.

Marketing

Our years of success in this industry have proven that the following marketing strategies work best when advertising residential properties (although, some HOAs will not allow signage).

- Installation of "For Rent" sign at the property with brochure box and designer flyers (Unless prohibited by HOA Rules and Regulations)
- Placement of ads in the Multiple Listing Service (MLS)
- Placement of ads on various internet sites (www.RobinsonRealtyManagement.com, www.LasVegasRentsSearch.com, www.rentals.com, www.RentalHouses.com, www.HotPads.com, www.google.com/base, www.oodle.com, www.vast.com, and www.craigslist.com)
- Installation of both electronic and mechanical lockbox at the property
- Weekly email updates of Realtors showings via electronic lockbox
- Interior/Exterior property inspection and evaluation
- 60 -120 digital photos of property prior to tenant(s) occupancy
- 10 - 15 minute DVD of your property for disclosure purposes prior to occupancy
- Complete tenant screening (Including, but not limited to, credit check, rental history, verification of tenancy, income verification, criminal background check, and sex offender registry check)

Lease-Signing

RPM requires a minimum of a one-year lease unless agreed upon prior in writing by the owner. Once the tenant(s) has been approved, RPM will draft and initiate all tenant(s) leases and agreements and complete them in their entirety in writing for all parties. RPM will collect all security deposits (refundable and non-refundable) and rents prior to tenant occupancy.

Rent Collection

Rent is due on the 1st of each month and will be considered late on the 4th (late fees will apply). Rent is prorated daily, e.g., monthly rent = \$1200, $\$1200 \times 12 = \$14,400$ annually divided by 365 days = \$39.45/day.

If rent is late, RPM will only wait 10-12 days before initiating eviction proceedings. Costs incurred during this time will be at the expense of the tenant and will be taken from the security deposit if a full eviction takes place. Tenant will be responsible for rent, all late fees, and any costs incurred for the eviction proceedings.



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Security, Cleaning, and Key Deposits

Security, cleaning, and key deposits will be held in a non-interest bearing, trust account. Security and cleaning deposits may be refundable if the list provided to tenant at lease-signing is fulfilled. Tenants will receive their security deposit along with a property condition report within 30 days per Nevada State Law. The key deposit is non-refundable.

Breaking a lease or causing damage will result in forfeiture of security deposit. Should a tenant cause more damage than the security deposit can cover, the account will be sent to a collection agency for collection. There are no up-front costs for using these services, and collection agencies generally work on a 30/70 split. If RPM placed the tenant into the subject property, we will assist in providing pertinent information to the collection agencies on behalf of the owner at no charge.

Management Fees

There are no hidden fees or charges. No management fee will be charged during vacancy. Once rented, RPM charges 10% on collected monthly rent. If the owner has at least three single-family properties managed by RPM, this fee is discounted to 8%.

Once the property has been rented, \$300 is taken from the first month's rent and will be held in a reserve account for expenses/bills on behalf of the owner. This ensures that contractors are paid in a timely manner to promote a strong relationship with vendors, which results in honest pricing and prompt service for our owners. We generally pay invoices every Wednesday rather than 30 days as many management companies do. This facilitates a strong business relationship between RPM and our vendors.

A leasing commission (referral fee) is paid by the owner to the referring agent after the rent & deposits have been paid. Fees run between \$300-500 depending on size and scope of property and will be deducted from the tenant's first month payment.

Should the owner request RPM to remodel the home or do excessive repairs/maintenance not caused by tenant(s) that RPM placed in the property, RPM will add a 10% surcharge to any repairs over \$500.

Accounting Services

Monthly/Quarterly/Annual Statements

- All property cash flow and/or operating statement
- Copies of all bills paid (owner may request copies at any time)
- Statements and owner rent checks mailed by 15th of each month
- Owner's 1099 by January 31st
- Detailed operating statement of all expenses (profit & loss) for your accountant or CPA

Collections of Monies

1. Collect all rents and late fees (if applicable)
2. Collect all security deposits (deposited into RPM trust accounts)
3. Collect all owner payments for repairs (if necessary)

Disbursement of Monies

1. Pay all contractor invoices
2. Pay all utilities
3. Pay all property taxes (if specified by owner)
4. Pay all pool and landscaping maintenance
5. Pay all Home Owner Association bills



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HOA Issues/Compliance

We inspect your property regularly to ensure your tenant is in compliance with the lease agreement. We also inspect your property for any areas that may require maintenance or repairs. From time to time, an HOA Courtesy Notice will be sent to either us or the homeowner(s) to notify us of a HOA violation. This is a notice to inform us that your property is not within compliance of your subdivision's Covenants, Conditions, and Restrictions (CC&R's). Upon receipt of these notices, we will follow up with you and your tenant(s) until matter is resolved. Each item will be addressed and documented accordingly.

Maintenance/Repairs

We manage calls from tenant(s) to handle all repairs to your property. We follow up with inspections to help identify the problem, and to determine if the problem was caused by tenant(s), or if the problem was due to normal "wear and tear." Remember, the homeowner(s) are our clients, but we still have the obligation to be fair to your tenant(s).

If the homeowner(s) have purchased a Home Warranty, then we will contact the home warranty company to initiate service and coordinate a day and time with the tenant(s) to fix the home warranty-related issue. If the homeowner(s) did not purchase a Home Warranty, then we will contact a licensed/bonded/insured vendor to service the property. ALL repairs and maintenance issues will be brought to the owner(s) attention for approval.

In the event of an emergency, we will make our attempts to contact the owner(s), but if unsuccessful, we will determine whether or not to proceed with repairs immediately to prevent any further damages and liabilities to homeowner(s) and the property management company.

Eviction Services

In rare circumstances, an eviction may become necessary. If needed, we will complete this process at the cost of the tenant (deduct from security deposits). Ultimately, the owner(s) will be responsible for eviction costs if there are not enough security deposit funds to cover eviction expenses.