

MANAGEMENT FEE DETAILS

Fee	Management Phase	Activity Detail
9% of Collected Rent	Resident Occupancy Phase	Priority responses to owner emails - same day or next day responses
		Hassel-free auto-draft rent payments and EFT owner distributions
		Accept Credit / Debit Card rent payments
		Real-time Rent Payment Updates via Owner Portal
		Organization and Administration of all Maintenance Requests
		Owner Notification of All Work Orders Before Work is Started
		24/7 Emergency Maintenance Coordination
		Temporary Emergency Heating / Cooling Services
		130 Point Maintenance Inspection Twice a Year
		Capital Expense Suggestions and Long-term Budget Support
		Intuitive Inspection Reports: Required Repair, Resident Responsible Repair, Suggested Repair, Capital Expense Budget Repair
		Professional Accounting and OnDemand Access to Financial Reports
		Dropbox or Google Drive access to supporting documentation (receipts and invoices)
		Monthly Owner Statements and Reports (Emailed)
		End of Year Accounting Statements (Emailed)
		Completion of Required IRS Reporting / 1099 Administration
		Resident Conflict Resolution and Lease Enforcement
	Property Tax Assessment Analysis	
	Quarterly Water Bill Payment Verification	
	Move-out / Turnover Phase	Conduct 150 Point Move-out Inspection with Pictures
		Record Video of Entire Property to Capture Current Condition
		Placement Fee Refund to Owner if Lease is Broken at Any Point
		Security Deposit Administration, Justification and Adjudication and Defense
		Determine Resident Responsible Damage Beyond Normal Wear
		Order Separately Invoiced Services for Resident Responsible Damage
		Deduct Resident Responsible Damages from Security Deposit and Refund Balance
		Communicate Final Accounting and Provide Supporting Documentation to Previous Resident
		Defend Security Deposit Justification to Judicial System (if necessary)
Recommend Improvements to Maximize Value		
Identify and Coordinate Required Repairs and Suggested Repairs		
Photograph Property for Listing Pictures (if necessary)		
O3 (Ozone) Odor Treatment of Property (if necessary)		