



## **PROPERTY MANAGEMENT POLICIES & PROCEDURES**

### **WHO WE ARE**

Welcome, AZ Performance Realty, Property Management Division. A Full-Service Property Management Group offering a one-stop, turnkey solution to Investors local, out of state and foreign.

With our strategic partnerships we can assist with property analysis, acquisition, and renovations. We have an aggressive Tenant Placement Marketing Strategy proven to keep our vacancy rate below 2.0% and Full-Service Property Management Solutions and Systems with an emphasis on your NET PROFIT as our Top Priority.

Finally, when the time comes, we can assist with the sale of your property with our partner, the #9 sales team in the State of Arizona, The AZ Performance Realty Team.



## OUR GOAL

Our mission statement is simple.

“Protecting Your Assets. Protecting Your Profits.”

A professional property management program can prove invaluable to the protection and appreciation of your investments. Our firm provides such a program to you.

We understand the management needs of properties like yours. We recognize that you have unique requirements and that a truly effective management plan should be personalized to meet those needs.



## **OBJECTIVE**

- 1. PROTECT YOUR ASSET.**
- 2. PROTECT YOUR PROFIT.**



## DUTIES OF THE PROPERTY MANAGEMENT COMPANY

- 1. Qualifying Tenants:** The Property Manager shall use all reasonable efforts to lease the property as described to desirable tenants. Property Manager shall follow preset guidelines for qualifying potential tenants. (Please see attached rental qualifications.)
- 2. Rent Collections:** The Property Manager shall take all reasonable and necessary action to collect rents, charges, or other income when due from tenants of said property in accordance with the terms of their tenancies and may execute all receipts or other documents reflecting receipt of said sums on behalf of the owner. Property Manager will file all notices on behalf of owner for non-payment of rent, coordinate with our attorney for the filing of court documents and court appearances.
- 3. Trust Account:** All sums received from rents, supplies & services from the property shall be deposited in a “trust account” maintained by the Broker. The Property Manager will submit to the Owner a monthly statement of receipts and disbursements. Disbursements may include miscellaneous repairs, commissions, and management fees.
- 4. Statements:** The Property Manager shall maintain full and accurate records of the accounts of the property. Property Manager shall supply the owners with a detailed monthly statement. Said monthly statement shall be deemed accurate and correct between the parties unless owner notifies Property Manager within (30) days after the date of said statement of any claimed error or inaccuracy. In the event there is a deficit in the account of the property, Property Manager shall notify the Owner of the amount of this deficiency, and Owner agrees to forward this amount to the Property Manager within (24) hours’ notice. Property Manager shall provide Owner with an annual statement and a 1099 no later than February 15 of the following year for taxes.



5. **Maintaining Property:** The Property Manager shall do everything reasonably necessary for the proper management of the property, including, without limitation thereto, periodic inspections, handling all tenant requests and negotiations, supervision of maintenance and arranging for such improvements, alterations and repairs as may be required of Owner. Property Manager shall obtain approval from Owner for any expenditure for repairs, improvements or work in excess of a pre-determined amount according to property management agreement and excluding monthly or recurring operating charges and/or emergency repairs in excess of the maximum, if in the opinion of the Property Manager, such repairs are necessary to prevent additional damage or a greater total expenditure to protect the property from damage or to maintain services and conditions to the tenants as called for by their tenancy. The Property Manager shall notify the Owner promptly when emergency repairs have been made. Property Managers are available 24 hours a day for emergency repairs.
  
6. **Inspections:** Property manager(s) will complete a move-in inspection whenever a tenant takes possession and a move-out inspection when tenants leave. Property Manager will complete a drive-by-exterior inspection and an internal inspection as needed. Internal inspections may be completed more frequently if Property Manager suspects potential problems.
  
7. **Contractors:** The Property Manager shall employ, discharge, supervise and pay, on behalf of the Owner, contractors considered by the Property Manager as necessary for the efficient management of the property. Property managers diligently interview all contractors to provide the best possible service for the best possible price.
  
8. **Equal Housing Opportunity:** We are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marking program with no barriers to obtaining housing for all qualified tenants without reference and will not discriminate against any person based on race, color, religion, sex, handicap, familial status, national origin, sexual orientation, and any other protected category. We adhere to all Arizona Landlord/Tenant laws.
  
9. **Documentation Duplication:** If you need a duplicate copy of any document, it costs \$15 per occurrence for a hard or electronic copy or as otherwise stated in the property management agreement signed by Owner and Manager.



## RENTAL QUALIFICATIONS

1. Tenants must have a combined gross income of 3 times the monthly rent.
2. Tenants must have a clean credit report. Any derogatory credit must have a reasonable and verifiable explanation and will have to be cleared with the Owner.
3. Tenants must have a clean legal report. Any items on the legal report must have a reasonable and verifiable explanation and will have to be cleared with the Owner.
4. Tenants must have clean and verifiable past rental references (minimum 3 years.)
5. Any past evictions are grounds for immediate rejection.
6. All parties over the age of 18 on the lease must fill out and sign an application.
7. We pull credit and legal reports on all tenants. All references will be checked. Falsification of **any** information on the rental application is grounds for immediate rejection.



## ANIMAL QUALIFICATIONS

All animals must be disclosed on application, have pet screening completed and approved prior to move in.

- All approved Pets must pay additional pet fee(s) and pet deposit.
- Large breeds are classified as over 30 lbs. small breeds are 30 lbs. and under.
- Female cats must be fixed.
- NO MALE CATS.

Certain pets considered aggressive breeds, likely will not be approved. Aggressive breeds include, but are not limited to: Akita, American Staffordshire Terrier, Pit Bull, Cane Corso, German Shepherd, Rottweiler, Doberman, and Chow.

Tenants shall ensure that all pet(s) are well behaved and shall not allow the pet(s) to disturb any other residents or neighbors. Tenant to ensure the pet(s) cause no damage to the property. Tenant agrees the pet(s) shall only be walked on a leash and only in areas so designated by the Owner/Landlord and the homeowner's association. Tenant will be responsible for all damages caused by the pet(s) on the property or in the community and will indemnify and hold harmless Owner/Landlord/Management for, from and against all claims arising because of the pet(s).

Tenant agrees that the pet(s) will be licensed in accordance with all applicable governmental provisions. Owner/Landlord and/or Management reserve the right to require Tenant to immediately remove the pet(s) at any time upon any violation of Tenant of these rules.



## SAMPLE FEE STRUCTURE PROPERTY MANAGEMENT

### COMMISSIONS

LEASING COMMISSION BREAKDOWN: **50% of One Month's Rent.** DUE ONCE MOVE-IN FUNDS ARE COLLECTED (This fee charged for new tenants, not existing tenants or extending tenants.)

MANAGEMENT FEES: EITHER A % OF MONTHLY RENT COLLECTED OR A FLAT FEE, AS STATED IN THE PROPERTY MANAGEMENT AGREEMENT

This monthly fee includes collection of rent, internal inspections, drive-by inspections, an accounting statement each month of deposits and payments from your account, an end of the year statement along with your 1099 form, collection of late fees, payment from your account of any bills you want us to pay, and balance credited to you by your option of payment: check, wire transfer, or held in management account for later use.





## CLEANING REQUIREMENTS

### KITCHEN

1. All cabinets and drawers need to be wiped down inside and out.
2. Clean off top of all cabinets.
3. All appliances must be thoroughly cleaned inside, outside and behind unit, including but not limited to the oven/stove, dishwasher, microwave, refrigerator, washer and dryer. Do not use harsh cleansers or abrasive pads on the appliances' surfaces as it will destroy the finish.
4. All gasket seals must be cleaned (i.e., stove, refrigerator, and dishwasher.)
5. Ice trays must be cleaned out. If automatic, please dump ice, wash tray and replace.
6. Water and ice area in door must be cleaned out.
7. Drip pans, oven racks and hood (top & underneath)/exhaust fan for stove must be cleaned. Replace the vent filter if it cannot be cleaned. Replace any burned out light bulbs in the oven hood.
8. Garbage disposal must be clean of debris and operating.
9. Counter tops and sink must be clean. Please remove all hard watermarks, stains, and soap scum.
10. Floors must be clean. Please pay special attention to corners, under refrigerator and under stove. Be careful not to tear the vinyl flooring when moving any appliance(s).

### BATHROOMS

1. Tub, shower and sink must be thoroughly cleaned—use disinfectant if necessary. Please remove all hard watermarks, stains and soap scum.
2. All grout in bathroom must be cleaned and free of mold, mildew, etc.
3. Toilet must be cleaned inside and out, around and behind. All hard water rings and build-up must be removed even under the rim.
4. Medicine cabinet must be wiped down inside and out.
5. Mirrors must be cleaned and free of spots.
6. Cabinets must be wiped down inside and out.
7. Exhaust fan and light bulbs/fixtures must be cleaned.
8. Floor must be clean. Please pay special attention to corners.



## CARPETS

All carpets must be professionally cleaned by one of our approved suppliers and a receipt provided or you may have us clean them for you and the cost will be deducted from your deposits. Owners must also have carpets professionally cleaned when moving out or we can do this for you and deduct it from your first month's rent. Make sure you vacuum thoroughly, or the carpet person will charge an extra fee. Nails, coins, etc. that are in the carpet due to moving will break the cleaning machine. Please remove them.

## AIR CONDITIONING/HEATING UNITS

All AC filters must be changed or cleaned if they are permanent. AC filter covers and vent covers are to be cleaned and or vacuumed. If we find an AC unit with an excessively dirty filter, tenants will be charged to have the unit checked by a licensed AC company.

## MISCELLANEOUS

1. All plant shelves and closet shelves must be wiped down and free of dust and debris.
2. All ceiling fans & light fixtures (including bulbs) must be cleaned & in working order.
3. Baseboards must be wiped down.
4. Please brush all walls with broom. No spider webs please.
5. All nails are to be removed. Please do not patch nail holes. It is easier for our painters to do this.
6. Please clean top of all doors.
7. Please clean all windows inside and out. This includes all blinds and windowsills. Broken and/or damaged blinds will be charged to the tenant's security deposit. Dust off all window screens. Repair or replace any damaged window screen. Replace any cracked or broken windows.
8. Repair or replace any holes behind doors, fractured door frames and/or splintered doors.
9. Repair any sheet rock damaged walls.
10. Any touch up paint must have the correct color and sheen. Get the color and sheen in writing from management.
11. Replace any missing door stops.



<b>OUTSIDE</b>
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1. All plants and shrubs neatly trimmed and manicured.
2. All weeds and debris must be removed from rock areas. Rocks must be raked.
3. Grass mowed and edged.
4. Driveway, garage, and patio must be cleaned. All grease and debris removed.
5. Please brush outside of house with broom to remove all spider webs, etc.
6. All pet debris/feces must be removed.
7. All trash and debris must be removed from property.
8. Remove all furniture and personal property. If you are leaving anything behind, please get permission in writing from management. Remove any personal property that you installed without management's written authorization or that was not approved and restore the property back to its original condition.

**UTILITIES MUST REMAIN ON FOR MOVE-OUT INSPECTIONS AND MUST REMAIN ON FOR 72 HOURS AFTER MOVE-OUT INSPECTION FOR CLEANING AND REPAIRS. IF UTILITIES HAVE TO BE TURNED ON FOR CLEANUP AND REPAIRS, IT WILL BE DONE AT TENANTS' EXPENSE.**