

Scope of Full Service Property Management Services

Leasing The Property

- Prepare and execute documents for leasing
- Provide a market analysis for the property
- Set the rent
- Address rent-ready issues
- Install signs and lockboxes
- Develop property information and descriptions
- Arrange for Professional Photography
- Post in Multiple Listing Service, Zillow, Trulia and other internet hosting sites
- Maintain call center and leasing department
- Coordinate showings
- Assess all showing feedback and communicate with owner if necessary
- Coordinate routine check-ups on vacant properties & evaluate report
- Revisit rental rate and market conditions on a weekly basis
- Process applications
- Run background checks
- Verify rental history verification with previous landlord
- Negotiate Lease Terms
- Negotiate contingencies
- Prepare Lease Documents
- Have Lease signed
- Schedule Re-keying
- Schedule any necessary cleanings
- Manage the Move-In Evaluation
- Collect the security deposit
- Collect proof of Renter's Insurance
- Issue keys
- Remove sign and lockbox
- Process the Paperwork
- Process agent commission
- Perform market analysis for renewal offer

Managing the Property

- Maintain a 24 hour emergency maintenance telephone/procedures
- Manage emergency issues 24/7
- Maintain a vendor list and monitor their workman's comp insurance and general liability
- Oversee maintenance bill-paying system
Produce work orders/Issue invoices & pay vendors/copy owner
- Maintain keys / re-key for access to property
- Notify owner of all maintenance issues
- Manage bi-annual property visits
- Maintain a staff of maintenance coordinators
- Maintain a pool of vendors
- Workers Comp insurance records for all vendors
- Maintain web-based maintenance tracking system with all outstanding work orders
- Maintain a system of audit, approving vendor invoices
- Maintenance survey after work order is completed
- Manage mold complaints
- Manage lawn care
- Manage habitability issues
- Maintain contractor invoices for 3 years
- Manage General Liability insurance "Dec Page" on file for all vendors Manage

Managing the Tenant

- Enforce the terms of the lease
- Manage lockouts
- Address unauthorized pets
- Follow up on HOA complaints
- Sending Notice to Cure when violations occur
- Follow up on neighbor complaints
- Answer tenant complaints
- Maintain process for documenting tenant violations
- Maintain rent payment options
- Provide automatic internet rent payment system
- Maintain direct deposits for tenants via ACH
- Maintain tenant payment ledgers & outstanding balances
- Deal with bounced checks & ACH
- Preparing and executing consent orders
Schedule & file evictions
- Draft consent agreements, file with Magistrate Court
- Conduct put-outs with constable at end of eviction
NSF rent checks
- Hold security deposit in escrow account
- Negotiating lease extensions/renewals
- Manage the tenant renewal process
- Monitor skips and abandonments during eviction process
Upon notice, follow move-out procedures
- Property Evaluation utilizing evaluation software with report uploaded to owner & tenant portals
- Notice of dispute received
- Receive keys and remotes from Tenant
- Oversee removal of all belongings and schedule trash – outs as necessary
- Vacant Property Checks and Evaluations
- Mitigate tenant damages
- Security deposit distribution procedures

Owner Services - General Services

- Maintain a rent trust (escrow) account to receive and disburse owner's funds
- Manage owner reserve requirements
- Owner reports and distributing the money
- Manage negative trust account balances
- Provide year-end 1099 to owner as required by IRS
- Provide monthly financial reporting to owners
- Owner statement and Owner draws on, or about 10th of month
- Escrow account issues
- Store owner and tenant records and property documents as outlined by law
- Manage a separation checklist, balance, close escrow accounts
- Know & Enforce strict state accounting guidelines
- Mitigate owner liability by ensuring best practices and strict compliance with all local, state & federal laws
- Conduct all communication between landlord/property owner & tenant

Public Office Facilities

- Maintain public office space where clients and tenants can meet staff
- Regular operating hours
- Regular training for staff
- Hi-tech computer software systems and office equipment
- Office phone system including local phone number, email, and website

Memberships and Affiliations

- Better Business Bureau
- Equal Housing Opportunities
- SC Real Estate Commission licenses
- SC Multiple Listing Service
- National Association of Realtors®
- National Association of Residential Property Managers
- Charleston Trident Association of Realtors ®
- SC Association of Realtors®