

Long Term Property Management



Service You Deserve. People You Trust.™

**CLASSIC
HOMES**
Realty Inc.

Classic Homes Realty, Inc.
1239 South US Hwy 27
Clermont, FL. 34714
Office: (352) 394-1473
Fax: (352) 242-5189
WWW.CHRGMAC.COM
burkezmj@aol.com
Becky_Burke@embarqmail.com

Service *Property Management*

The key to successful Property Management

To us, property management involves a lot more than collecting the rent. Of course, we readily accept our responsibility to safeguard our clients' financial interests **at all times**, and to monitor the condition of their property by conducting periodic inspections.



But while we fully understand these issues are very important to landlords, we believe good property management involves developing enduring business relationships.



Communication is everything

We go out of our way to develop and nurture open and honest communication with our clients to build mutual trust and respect, and to create long-term relationships with them. Our constant objective is to deliver the highest standard of service in every regard without losing sight of the importance of personal contact.

Our people are qualified.

Our property managers are experienced professionals who have the depth of knowledge to be able to efficiently and speedily respond to any situation regarding their client's properties.

**CLASSIC
HOMES**
Realty Inc.

CLASSIC HOMES

Realty Inc.



They are backed up by an administration support team with the qualifications, experience and the latest technology to effectively monitor rental payments, maintain up-to-date records and provide financial reports for clients.

A successful partnership

To us property management is a three-way partnership between the owner of the property, the tenant and ourselves with our role being to deliver management services, which ensures that relationship is rewarding to all parties.



Management Fees

- Full Inventory including serial numbers to all major appliances.
 - Full photo gallery and virtual tour of home.
 - Full comparable analysis of home (CMA).
 - Full property inspection.
 - Minor maintenance repair items.
 - Placement of home into management software for accounting.
 - First 30 days of **www.rentals.com**.
- There is a one time set up fee of **\$200**. This fee is collected at the time of listing and is non-refundable.

There will be no monthly charges until we place a tenant in the home. The owner is responsible for maintaining the property at all times including lawn, pest, and/or pool care. We do supply a few preferred companies for you to choose.

Full Management: Once a tenant is moved in, there will be a tenant procurement charge of **6% of the total gross lease (will be paid when tenant moves in) and a 10% a month to maintain the tenants in the home.**

Tenant Procurement Only: We only find you a tenant. This charge is an up front fee of **8% of the total gross lease (at time of move in).**

Lease Preparation: We have an attorney draw up the leases. There is a charge for drawing up the lease on both the full management and tenant procurement of **\$50.**



WHY PROPERTY OWNERS CHOOSE US?

Owning rental property is a business....

*One that takes hard work, dedication, and lots of time!
Real estate investments can bring an excellent return, when
matched with an experienced and professional management
company!*

- ✓ **Our Staff makes the Difference – Personal relationships, experience and know how.**
- ✓ **Qualified and Knowledgeable Leasing Consultants & Property Inspectors, and Accredited Residential Manager to supervise the entire professional leasing and management process**
- ✓ **Exposure of rental properties 7 days a week**
- ✓ **Superior and Thorough Tenant Screening**
- ✓ **Attorney Prepared Leases**
- ✓ **Computerized Accounting and Property Information**
- ✓ **Guaranteed Tenancy – If our tenants break their lease within the first two (2) months we will waive our leasing fee and re-rent your property FREE OF CHARGE**
- ✓ **Serving Lake, Polk, Osceola Counties.**
- ✓ **Bonded and Insured**
- ✓ **Yearly review of the rental market for qualified rent increases**
- ✓ **Yearly property surveys**
- ✓ **Members of NARPM (Nation Association of Residential Property Managers)**
- ✓ **Members of FARPM (Florida Association of Residential Property Managers)**

We believe that the key to our success is in the personal relationships that we have developed with our clients over the years. Classic Homes Realty, Inc. has assembled the most talented and professional staff to attend to our clients' property management and leasing needs.



WHAT PROPERTY OWNERS CAN EXPECT FROM CLASSIC HOMES REALTY, INC

The purpose of this section is to present the benefits our property owners can expect to receive from Classic Homes Realty, Inc. In establishing a personal relationship with our customers, it is important that each party understands exactly what is expected of the other. Our primary objective is to attain the goals and objectives of our customers and their rental properties.

We believe that by familiarizing our customers with our administrative process of how we can lease and manage your rental property, we can avoid surprises that could occur later on. It is important that you realize that we will move forward with our administrative property management process as outlined herein, unless you otherwise direct us in writing. Therefore, it is to your benefit to review and understand the following services that are automatically provided and instituted by Classic Homes Realty, Inc. for the benefit of you and your property.

The following is an outline of some of the benefits and services that you as our customer can expect us to automatically provide and institute on your behalf:

LEASING

- You can expect that we will place our attractive “Home for Rent” yard sign on your property (if allowed) prior to any known vacancy, or immediately, if you have just listed your rental home with us.
- You can expect that we will advertise your vacant property in the local newspaper.
- You can expect that our Rental Associates will schedule showings of your property seven (7) days a week, to all prospective renters until your rental home is leased.
- You can expect that all rental applicants will be subjected to:
 1. A credit report on each adult rental applicant
 2. An eviction search of the central Florida public records to ensure that the applicant has not been evicted in the preceding seven (7) years.
 3. A verification of the applicant’s employment or income.
 4. A Florida “Criminal Background Check”.
- You can expect that we will lease your property at the asking amount of rent, or higher. You can expect that we will not lease your property at a lower amount, without first obtaining your permission.
- You can expect that once the rental applicant process is approved, we will complete and execute the lease agreement prepared by our attorney and give the tenants possession of your rental home.
- You can expect to be notified by our company that your property has been leased. A copy of the lease agreement will be sent to you once fully executed.

Lease Renewals

- You can expect that we will attempt to renew the tenant's lease at least 45 days prior to the lease expiration date.
- You can expect that we will renew the tenant's lease for another year at the same or slightly higher amount of rent, if possible. We will not renew the lease at a lower amount, without your specific permission to do so.
- You can expect that we will conduct an interior inspection of the home prior to renewing the tenant's lease.
- You can expect that we will place our "Home for Rent" sign and begin showing the property for lease in the event the current tenants are not renewing their lease. You can expect this to take place 30 days prior to the tenants vacating.
- You can expect that we will renew the resident's lease agreement, or re-rent your property to new residents, unless we have a written directive from you not to renew or re-rent the property.

Rent Collection & Delinquencies

At Classic Homes Realty, Inc. we do not tolerate the delinquent payment of rents. We are careful to explain this policy to new residents in order to avoid any misunderstandings that might arise later. You can expect we will make every effort to collect rents timely.

Rent Processing & Accounting

At Classic Homes Realty, Inc., our property management software is the top property management software in the industry.

- You can expect to receive monthly, a computerized report showing all income and expenses of your rental property.
- You can expect to receive a year-end summary statement for your tax purposes showing all of your yearly income and expenses and categorizing said income and expenses.

Property Maintenance & Repairs

Rental homes must be properly maintained in order to preserve the value of the property and maintain a positive relationship with the tenants. Florida also has laws that require landlords to comply with certain basic maintenance and repair items.

- You can expect Classic Homes Realty, Inc. will not do repairs to your property in excess of \$200, without first obtaining your approval. NOTE: This excludes repairs deemed by management as emergency repairs or repairs that are required to be done to bring your property into compliance by law, governmental building, zoning and safety and municipal codes, or the restrictive and protective covenants of your homeowners association or repairs that, in the manager's sole judgment, are necessary for the safety of the tenants or your property. Manager shall proceed with these repairs and bring property into compliance, subject to funds being available in property owner's account.
- You can expect that we will institute minor maintenance and repair items (\$200 or less) as requested by rental applicants to secure a lease to quality tenants for your rental property. To avoid possibility of major liability to you, we also change the locks between each tenancy. **We do not handle pool and lawn care on a regular basis.** You need to have that setup up with separate vendors.

- You can expect that during the resident's tenancy, we will institute minor maintenance repairs (\$200 or less) when deemed by us to be necessary for the preservation of your property and/or the continuation of the residents tenancy, usually occurring at the renewal of their lease. If the property owner provides manager with third party service contracts or maintenance warranties, then manager shall contact said provider for covered repairs. Otherwise, manager shall assume that none exist.
- You can expect that we will only use repairmen, vendors and tradesman that are properly licensed and insured to handle the type of work being performed on your property.
- You can expect to receive copies of the invoices of all repairmen, vendors and tradesmen contracted to affect repairs on your property.

Communications

- At Classic Homes Realty, Inc., we believe that communication is the essential element in the success of our company.
- In today's business environment, no one can assume to know or read the mind of another, or be certain of their goals and objectives. To this end, we at Classic Homes Realty, Inc. have gone to great lengths to be accessible to our residents and property owners. We are available by phone, fax, e-mail and direct to our desks.

Conclusion

Thank you for taking the time to review our brochure! We believe it is time well spent, especially for our newer clients. We trust that your experience with our firm will be a pleasant experience and look forward to working with you and your property in the future. Please do not hesitate to contact us directly any time we may be of service.

Becky Burke
Property Manager



HOME CRITERIA

We pride ourselves in our homes looking prestigious and clean. We will not take homes on unless they are brought up to a clean, safe, and crisp condition. These things are what help rent homes quickly. Some of the items we are looking for are as follows:

- Painting must be a neutral color. (Sloppy jobs will not be acceptable.)
- All appliances must be working in a proper and safe manner.
- The home must be clean and ready for someone to move in. The best way to do that is a professional cleaning company. Treat it as if you were a tenant moving in.
- All exposed wires (cable, electric, phone) must be properly tied in. Exposures of wires are a safety hazard.
- Up to date Home Insurance and policy numbers, company, and contact numbers are required immediately.
- Carpets that are in rough condition must be steamed cleaned or replaced.
- **Mortgage Payment must be current. Must have phone number, social security, account number, and Mortgage Company's phone number to verify.**
- Holes and nail marks must be patched and touched up.
- All safety requirements need to be met. Including Fire Extinguishers.
- **Current copy of Home Insurance.....**
- **Pools?** The laws are changing on the pool. They are requiring all homeowner that have a pool have the proper safety equipment. Right now it is a baby fence or an alarm, but right now the law is being changed to both.
- **We require both the pool (baby) fence and the alarms to be installed and properly working.**
- **Owner is responsible for lawn and pool care. Recommended companies attached. (Management Company is not responsible for work or actions of recommended companies. Owner may choose whomever this wish.)**



Owner Checklist and Summary

Owner Needs To:

- a.) Owner will provide Broker with rules and regulations of the condo or association, along with documents needed for approval.
- b.) Owner will provide Broker with all of the appropriate 3 sets of keys, gate cards, pool keys, door openers, etc. unless regulated by the Home Owner's or Condo Association.
- c.) Owner will furnish Broker with accurate information, including disclosing all known facts, which materially affect the value and the desirability of the property.
Owner will indemnify and hold Broker harmless from losses, damages, costs, and expenses of any Owners negligence, representations, actions, or inactions.
- d.) Owner will carry, at his sole expense, sufficient public liability and property insurance to protect the Owner, the Broker, and the Tenant.
- e.) Residential landlords are obligated by statute to do the following:
 - 1) Comply with building, housing, health and safety codes affecting the health and safety of the tenants.
 - 2) Make all repairs and do any maintenance to keep the premises in a safe and habitable condition.
 - 3) Maintain in good working order all electrical, plumbing, sanitary, heating, ventilation, and air conditioning equipment, fixtures, and appliances, supplied or required.
 - 4) Supply heat and running water.