

## **Property Owner FAQ**

### **What services do you provide?**

We manage your investment property so you can have peace of mind. We'll find the tenant, collect the rent, handle maintenance requests, tenant questions, concerns and/or complaints. Perhaps the most important service we offer is our personal attention to your investment. We believe that communication is key. We answer our phones, return calls and emails promptly.

### **What are your rates?**

We charge 8% monthly management fee of one month's rent per unit per month. To place a tenant the typical charge is \$250.00. To renew a lease the charge is 8% of one month's rent. If you already have tenants in your property when we begin managing your property there is a \$150.00 Start-Up fee to meet the tenants and make a full assessment of the condition of the property as well as identify and document any necessary maintenance or handle any problems with the tenants.

### **How will I know if repairs are made to my property?**

When emergency repairs come up, we respond immediately and inform you that the repair is happening (usually via email or by phone whichever is best for you). For repairs that are important but not emergencies, we contact you for approval. For any necessary repairs under \$100.00 we will handle those and provide a statement with receipts for the repair that was made. Our belief is that it's important to keep you in the loop so that you don't have any surprises on your monthly statement. A feature that we do offer and perform is our Bi-Annual Maintenance inspections. These inspections are performed twice a year and include changing A/C filter, changing smoke detector batteries and performing a complete visual inspection of the property for any sneaky maintenance issues that may be lurking. The inspections are approximately \$100—\$125 per inspection and we feel are vital to properly maintaining an investment property.

### **What do you provide in monthly statements?**

Your monthly statement will include rent received, management fees deducted and any repairs or property expense that occurred during that billing cycle. For any repairs you will also receive a copy of the invoice for the work completed and will include labor and materials used.

### **What if I want to sell my investment property?**

We can help! We are licensed Realtors® and would be happy to assist you in any sale or purchase of investment properties.

### **What do you do if a tenant is behind in rent?**

We STRICTLY enforce rent collection. We contract the tenant immediately. If necessary we serve the appropriate late rent notice. In some cases and with the property owners' approval we can work with the tenant and create a payment plan. In other cases we will begin the legal eviction process. Whichever avenue we take you will be contacted immediately.

### **Can You handle evictions?**

Yes we can. Bratton Property Management utilizes the legal services of a qualified and reputable local Attorney who specializes in Property Management and Collections. The first step in an eviction is to deliver a notice to the tenant letting them now they are required to vacate the property. If they don't leave by the specified date, we then file an eviction with the court. Fees vary by county. The court then issues a court date. If the eviction case is solid the judge will usually rule in the owners favor. The tenant is then issued an order to vacate. If they don't, we go back to court, file a Writ of Possession. Which means law enforcement will go to the property and lock the tenant out. Then we start the rental process over and find a new tenant.