



4RentDenver.com

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**Real Estate Investment
Counseling Inc.**

Types of Properties We Care For:

- **Single Family Homes:** A detached and stand alone housing unit designed and maintained for occupancy by one or more families.
- **Condominiums:** Individual units in a multi-unit structure that have joint ownership of commonly used property like sidewalks, hallways, stairs, and lawn.
- **Townhomes:** A dwelling unit containing or having 2 or more floors and attached to other similar units via shared walls.

Our Goals:

- Administer Highest Ethical Standards and Practices;
- Safeguard our Clients' Interests;
- **Help You maximize Your investment return;**
- 100% Customer Satisfaction;
- Ultimately help You Accomplish Peace-of-Mind;

Why are we different from other property management companies?

- We provide you with personalized, attentive service with thorough communication with you the owner utilizing the highest technologies
- **We have experience dealing with all kinds of property maintenance issues.**
- We have established relationships with local services providers of all types.
- We are committed to high Standards of Professionalism and Code of Ethics, and receive the best education and networking in our industry.

Property Management Functions

- Site Visits;
- **Collect all rent payments on the 1st of each month and late fees on the 4th;**
- Respond to calls for any repair, maintenance, concern, and/or complaint ;
- Schedule and supervise repairs by contractors in a timely and professional manner ;
- Review and pay repair and maintenance bills ;

Property Management Accounting

- Provide owner with a detailed income/expense report.

- Accurate and complete records are kept for each property;
- **You own Secure Owners Web site for record keeping**
- Industry Standard Record keeping is used with the most advanced software;
- Every month you get an itemized statement and copies of all receipts and invoices;
- Yearly, we send a complete year-end statement and Form 1099 to simplify your tax preparation and comply with all IRS regulations. **All your records secure ON-line**

Rental Income Payments:

- **Deposit funds into owner's bank account electronically for availability within 72 Hours, instead of waiting 10-14 days for a check to clear.**

Maintenance and Repair Services

- **We use all independent contractors for painting, cleaning, replacements a repairs. There are no markups on repairs or supplies. Our price is your price and we pass all discounts on to you, the owner.**
- 4RentDenver.com knows what every repair should cost and the acceptable time for completion. We scrutinize and review every bill.
- 4RentDenver.com provides a 24 hour emergency service to protect your property. We handle the emergencies so you don't have to.
- **Provide tenant with flexible payment options - Pay By Mail, Pay In Person, Pay Online, or even direct withdrawal from a check account.**

Management Fees

- **One-time Negotiable** bookkeeping/administrative setup fee - \$55.00 per property or a single property and \$65 per property for multiple properties;
- Management Fees for a single property - 12% of the gross monthly rent with a \$65 per month minimum.
- Management Fees for multiple properties - 10% of the gross monthly rent with a \$65 per month minimum.
- **Repair Service Fee - The actual cost of the repairs/maintenance, No Mark Ups!**
- **Competitive Management fees;**
- Multiple Property Discounts - Save on management fees when you allow us manage all your properties;
- Management fees are tax-deductible!

Frequently Asked Questions

1. How do you handle maintenance requests?

Tenants may fax or mail their requests to us, but **most fill out an online Repair Request Form on our website.** For emergencies, tenants may leave a voicemail message that pages one of us 24 hours day. After we receive a repair request, we may contact the tenant and ask them questions which will help us determine the exact nature of the problem before sending a service technician. We also make sure it is not something the tenant can fix themselves (example: reset button on the disposal, tripped breaker) before your money is spent on a service call. After determining that it is a legitimate problem, we will send the appropriate service vendor to make the repair. We tell our tenants that we are able to handle most repair requests within 1 to 3 working days, and in fact are usually able to do so. Comfort items such as Air

conditioning, no hot water or heat, receive highest priority and are usually attended to the same or next business day.

2. Do you hold some of my money for repairs? How much?

We will hold back a minimum of **\$250 per unit or as agreed in your account** so that we always have funds to pay our vendors quickly.

3. How do I know you won't spend my money on large repairs without my approval?

We promise in writing not to do that. For ordinary maintenance and repairs of less than \$150, we take care of it without notifying you. You will find out when you receive your monthly statement. If we think a repair might exceed \$150, we will call you and let you know what is happening, what we think should be done, and what the estimated cost might be. Sometimes expenses such as a replacing a bad water heater, a roof leak that needs patching or repair, or emergency A/C and furnace repairs are unavoidable. In those cases where 1) the health or safety of a tenant is an issue, or 2) in instances where there is only one option to consider or 3) the property will incur damage if immediate action is not taken, we will initiate the repair work, even if it is higher than the \$150 limit, and then let you know of the situation and what we are doing about it. Mainly, we don't think important repairs should be delayed while we try to contact you for permission to do the obvious.

4. When do you mail the owner's checks and statements?

We don't mail anything. **Owner's funds are never left in mail boxes to be lost or stolen. All of our owner statements are on a Secure Apache Web Server and funds are directly deposited into your bank account.** These will be available within 72 for you spend immediately. There is no waiting for your money. Most months, you will have your money and statement in your bank by the 15th. We never miss our deadlines.

5. What if I am out of town on Business or not in the area. How do I get my Money?

That is the beauty of direct deposit and the Owners web site feature. **You will have access to your money within 72 hours any where in the world.** The owner's statement can be reviewed on line at your owner's web site any where that you have internet access. We have Clients all over the United States, in Korea, Mexico, Canada, and Kuwait. They can function as if the property is right next door.

6. Do you pay the bills for me?

We will pay all of the expenses directly related to the property management of your property. For your own security, you will want to insure that your mortgage is paid on time to protect your credit rating.

7. What will I receive with my monthly statement?

You will receive the monthly statement showing all income and expenses for the accounting period and the original receipts for any repairs by request. **These statements will be on line for your review 24 hours a day 365 days a year.** We don't mark up repair invoices and we send you the original copy so you'll see what was done.

8. How much is your monthly property management fee?

Our property management fee is 12 percent of the monthly rent, with a \$65 per month minimum on multiple properties managed or 10 percent of the monthly rent, with a \$65 per month minimum on a single property. For example, if your home rents for \$1200 per month, you will receive \$1056 in your monthly account deposit less any expenses.

9. Are your property management fees negotiable?

No. The ultimate cost of using a property Management is determined by many things other than the fee charged, namely, the efficiency and manner in which maintenance and speed which we get your property rented. We have one of the lowest Vacancy rates in the business. **We feel we will save you more money by getting qualified tenants into your property than you will pay in fees. We make you more money, period.** We feel that our set of services, our systems, and the experience and expertise we offer are a good value at the fee structure we have established.

10. Are there fees or other service charges besides the property management fees?

Yes. There is a Leasing fee to find qualify, and show the prospective tenants. That is equal to ½ of the 1st month's full rental value. **We use only fully licensed REALTORS to show your property. These are high trained, high skilled, licensed, and insured real estate specialist.** They are expense to train and hire. They are trained in the latest sales techniques and know the laws to protect you from law suites.

11. Does your property management agreement give you exclusive right to sell my property?

No. We will not sell your property. **Choose your own preferred licensed real estate sales agent to sell your home and we encourage them to do so.** We only ask a sales commission if we sell your property to one of the tenants we brought to you. That's only fair, right?

12. How do you make sure the tenant is taking good care of my home while renting?

There are several ways we have of knowing this. **Above all, careful tenant screening by your Real Estate Agent from the onset protects your property from being rented to irresponsible people.** During the lease term, we may have occasion to enter the property for repair or maintenance reasons and will use that opportunity to have a look. If we are fortunate enough not to have any repairs or maintenance at your property over an extended period of time, we will schedule a preventative maintenance walkthrough to make sure the air filter is being changed, that the smoke alarms have batteries and that there are no unreported problems at the property.

13. What do you do if they are not taking care of my property as they should or you discover unauthorized pets?

We give the tenant an opportunity to correct the situation and usually they do. If a problem persists, we allow you make a decision based on that specific situation.

14. What happens if the tenant does not pay their rent?

On the 4th of each month, we Post late notices to all tenants with unpaid rent. Whether or not we eventually have to proceed with a formal eviction depends on the specific circumstances. It is always financially better for all involved if a solution can be worked out. If the tenant has experienced a onetime event which is causing them a financial hardship, and we have had no previous problems with them, it is better for you and the tenant if we give them a chance to catch up - if there is reason to believe they can do so. If the tenant has demonstrated an ongoing pattern of late payments, broken promises about payments and/or evasiveness, we know from experience that eviction is the best course of action and we allow you make the ultimate decision. **Each case is unique and we allow you to make your final decisions based what is best for you and your home in the long run.**

15. Are you a licensed Property Management Real Estate Agent REALTOR?

Yes, We also Members of National Association of Realtors (REALTOR), National Association of Residential Property Managers (NARPM), Listed with the Better Business Bureau (BBB), Insured for up to \$2,000,000.

16. What are the steps to have my home(s) managed by 4RentDenver.com?

There are 4 easy steps:

1. Visit us online or Call/Fax/Email Us;
2. Invite us to your property to conduct a Market Analysis to assure the highest rental rates for your specific Property;
3. Sign a Rental Property Management Agreement;
4. Give copies of the property keys and a check to open your owner's account.

17. How soon can www.4RentDenver.com start managing my home(s)?

We can start the process immediately. We will start by obtaining some information about you and your property.

Visit us online at <http://www.4RentDenver.com>

E-mail us at Pat@4RentDenver.com

Please call our Property Managers at **303-252-7700** (Office) during business hours.

www.4RentDenver.com

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