



## Scope of Services

### **Leasing Fee** – 75% of one month's rent

- Run lease comps and provide owner with recommended rent pricing based on current condition of the property and the comparables
- Market property (Multiple Listing Service and multiple internet sites + social media)
- Coordinate showings with current residents, if applicable
- Work with other realtors and leasing agents
- Field calls from prospective residents
- Meet prospective residents (if no agent) for showings
- Provide prospective residents with rental applications and screening criteria
- Process applications (includes credit check, criminal background, pet application, employment and income verification, and rental history verification)
- Prepare Residential Lease Agreement, addenda and other helpful information for qualified applicants to include:
  - HVAC care
  - Mold brochure
  - Bed bug addendum and brochure
  - Lead-based paint, if applicable
  - Pet Agreement, if applicable
  - Renters liability insurance requirements
  - Move-out Procedures
  - Preventive Maintenance
  - Wear and Tear vs Damage
  - Resident Benefits Package
  - Move-in Inventory & Condition Form
- Collect rent, security deposit, any pet fees, and utility allocation, if applicable
- Meet resident at the property for orientation, provide keys and Tenant Handbook

### **Renters Insurance**

All residents are required to provide proof of renters insurance prior to move in. Liability coverage for all single-family homes and duplexes is to be \$300,000, and properties with 3 units or more is to be \$100,000. Coverage is to be maintained until the lease ends. If renters policy terminates, we automatically enroll them in a liability-only policy.

### **Lease Renewal - \$250**

- Provide owner with market analysis, determine market rents, verify owner wants to re-lease
- Communicate with resident to renew lease
- Prepare an Extension of Residential Lease and obtain resident's signature
- Advise owner on re-leasing and any maintenance needs

## **Utilities**

- Stay in landlord's name while unit is vacant
- Cofield Property Management will coordinate and verify transfer of service to tenant before keys are provided

## **Tenant Move-out / Pre-lease (30 days prior to lease end date)**

- Set up a combo lock box and make arrangements to get a key from resident
- Discuss and coordinate showing instructions/process with resident
- Re-send Move-out Procedure form (a benefit to all parties as it aims to minimize chargebacks to residents for cleaning/repairs, and we receive the property closer to rent-ready condition)

## **Maintenance Calls**

- Call resident to troubleshoot issue before assigning vendor (owner contacted for approval if repair bid is over \$200, unless an emergency)
- Create Work Order (if resident hasn't) to assign vendor and include resident's contact information for vendor to coordinate a date and time that is convenient for the resident
- Follow up with vendors and tenants

## **Property Visits**

- Exterior video or photos of complaints, i.e., HOA notices for unkempt lawn, vehicle on blocks, large items left at curb
- Interior video or photos for complaints such as an unauthorized pet, smoking in the unit, etc.
- Post notices such as a 3-Day Notice for non-payment of rent, or Writ Exterior Inspection
- Annual report with video and/or photos to ensure your property is being taken care. For example:
  - Trees are 5' away from roof
  - Deferred maintenance
  - Lease violations

- Gutters are clean

## **Periodic Inspection - \$99 (generally done 90-120 days prior to lease end date)**

- Interior and exterior inspection
- Report with photos shared with owner
- Important to check for general care of the property and lease violations before offering lease renewal
- We contact owners when the time comes and ask if you want us to perform a periodic inspection

## **Move-in Inspection**

- Exterior and interior inspection with photos for marketing (videos for large projects)

## **Move-out Inspection**

- Interior and exterior final inspection with video or photos for the security deposit disposition
- Recommendations for make-ready items, if necessary

## **Property Awareness / Notices**

- Monthly filter change reminders
- Pest control / rodents
- Electricity conservation notice
- Freeze warning / tips / delivery of spigot covers
- Excessive heat warning and tips
- Hazardous weather notice
- Fall maintenance tips

## **Standard Make Ready - 10% Coordination/Project Management Fee**

- Oversee all work from start to finish
- Coordinate access to the property for vendor bids
- List of necessary repairs and maintenance
- Provide list of suggested upgrades
- Assistance with design and paint color choices and shopping for products
- Approve all vendor work before payment

## **Homeowner Association (HOA)**

- Communicate directly with tenant re any HOA violation notices
- Send Lease violation notice if HOA violation is repeated
- Share HOA emails with tenants (roof repairs, window replacement, pool closure, etc.)
- We do not manage dues payments

## **Owner's Account Set Up - Included in New Property Onboarding (unless stated otherwise in the Management Agreement)**

- Owner shall complete an Owner Property Information Form and Lease Information Form
- We will create your owner page in Buildium and notify you to activate your owner portal
- Using the completed Property Information Form, we will create a property page in Buildium which includes
  - property details for lease listings
  - A/C filter sizes
  - HOA information
  - special maintenance instructions, and more.
- For duplexes and multi-family properties, we will also need to create unit pages.
- Owner shall provide a current W-9 and set up payment preferences in Buildium
- Owner shall provide residents' applications, leases, Inventory and Condition Form, and check payable to Cofield Property Management for the security deposit to hold in Trust
- Owner shall also fund their account or provide a check payable to Cofield Property Management for \$200 per unit as reserves to be used for service charges or maintenance under \$200

## **Accounting**

- Rents are collected by the due date according to the lease
- Owners are paid by the 10th of each month, and will receive an owner's statement
- All rents collected after the grace period will be held for five days, and owners would be paid after 5 days to ensure no payments bounce
- Owner will be provided copies of any documents and/or reports
- Year-end statements and 1099s are sent by January 31
- Owners will have their own secure online portal

## **OWNER APPROVAL**

\_\_\_\_\_ (signature) (date)

\_\_\_\_\_ (full address of rental property)