



Property Management Services

Ph: (480) 694-0662
Fax: (866) 891-4846
lease@AZREG.com



GOALS AND OBJECTIVES:

It is the mission of Casteel Real Estate Professionals – Property Management Services to provide exceptional service to property owners through effective and efficient leasing of properties to extraordinarily qualified tenants, to manage the properties during tenancy to enhance property values, and to provide a 100% accurate accounting of funds to maximize their profits

SCOPE OF SERVICES

Marketing properties

Casteel Real Estate Professionals (CPRO) markets properties using traditional and contemporary methods to attract high volumes of applicants, allowing the highest-quality applicant to be chosen as a tenant.

Traditional marketing includes:

- Yard sign
- Interactive Voice Response (IVR) system with text-to-phone option
- General advertisement in general distribution publication

Online marketing includes:

- AZRentalSource.com profile
- ARMLS listing
- Craig's List placement

Tenant Screening

Our primary focus is to ensure that all tenants treated equally and in accordance with Fair Housing practices...there are no exceptions!

Property owners will be individually surveyed to determine the generic guidelines by which they will lease a property, including any income minimums, employment requirements, pet restrictions, smoking restrictions, financial history, including short sale, foreclosure, and bankruptcy, and criminal history. CPRO has an established base level from which we operate and which we recommend to property owners, but property owners will set their own criteria as long as the adjusted criteria does not violate Fair Housing Laws in practice or intent.

Documentation to be collected from each applicant:

- Completed lease application
- Drivers license for each adult
- Social Security card for each adult
- Two most recent pay statements for each adult
- Credit check fee (each adult)

Applicants will complete a basic Lease Application, which is reviewed by the property manager. Past tenancies will be verified with previous landlords, employment will be verified directly with employers and income through pay statements. Additionally, a credit report and criminal background check will be drawn.

The results of the employment, income, credit and criminal history check will be reviewed with property owners.

Based on the information presented in the order applications are received. CPRO will provide a recommendation and the property owner will be asked to:

- Accept the application under standard terms
- Reject the application with a reason
- Conditionally accept the application but under adjusted terms, usually a higher security deposit, non-refundable security deposit, or pet deposit.

The applicant will be informed of the property owner's decision. If the property owner has accepted the application, either as-is or conditionally, the applicant will have one business day to execute the lease and provide all deposits in certified funds.

Lease Agreements

The CPRO lease agreement is written to protect both parties and to promote clear understanding of each party's responsibilities and to set expectations. The lease is to be executed by the applicant within one business day of notification of application acceptance and will be countersigned by the property manager and/or property owner, when available.

Initial payments

All deposits and tenant fees are due at the time the lease agreement is signed. All remaining funds, including first month's rent and any remaining balances, are due prior to the occupancy date described in the lease. All initial funds are due as certified funds or money order and are made payable to Casteel Real Estate Professionals.

Move in/out property check

Upon occupancy, the new occupant as well as the management company completes a move-in inspection. Minor repairable items are noted and scheduled for completion. Some discrepancies, such as worn carpets or other defects, are noted so the occupant will not be held responsible when vacating the property.

When the tenant vacates the property, the Property Manager completes another inspection. Any repairs deemed to be the occupant's responsibility are completed and deducted from the security deposit. The property is then cleaned and painted, if necessary, and made ready for the next renter.

Accounting

CPRO will account for all finances associated with the lease of client properties. If, upon making all disbursements (rents, repairs, management fees, etc.) there is an excess remaining in the property owner's account, it will be disbursed by direct deposit. If however, the account has a negative status (costs exceed rents) CPRO will request the property owner deposit funds in their account to allow the management company to meet necessary obligations on behalf of the property owner.

Monthly statements will be emailed to the email address on file. Year-end statements will be distributed to property owners for tax preparation purposes.

Rents

CPRO will conduct regular rental surveys to ensure that property owners are always receiving the optimum rent for their properties. CPRO maintains a comprehensive database of area rentals for up-to-date analysis of market rental rates.

Rents are due the first of the month and delinquent after the fifth. We make every reasonable attempt to cooperate with a good tenant to ensure payment. Late fees are charged for every day late after the first of the month until full payment is received. Should an occupant become delinquent, our procedure is set by law to complete the eviction process.

Maintenance

Repairs are coordinated and followed up in a timely manner. CPRO will use competent vendors. All attempts will be made to use the same workmen so they can be familiar with the property owner's home and report back to the management company if any additional issues are noted.

Invoices for repairs will be processed in a timely manner to ensure the retention of quality tradesmen. If it is determined that the need for repairs was caused by the tenant's actions or neglect, then the cost of the repairs will be the responsibility of the tenant. If the repairs were the result of normal wear and use, then the cost of the repairs will be the responsibility of the property owner.

Property Management Fees

CPRO property management fees are competitive with other area providers, simple and fair.

- Initial account set-up fee: \$200
- Leasing fee: 40% of first full month's rent or \$400, whichever is greater
- Maintenance trust fee: \$350 (balance returned to owner)
- Property management fee: 10% of monthly rent or \$100, whichever is greater
- Lease renewal fee: \$100
- Notice preparation and delivery fee: \$25
- Eviction proceedings: \$450 + attorney's fees/court costs
- Rental property assessor filing fee: \$10 (county fee)
- Address change fee: \$10 (county fee)
- Clean-out/trash removal/moving personal property: \$50/hour (min 1 hour)

The initial account set-up fee is due upon execution of the Property Management Agreement. Other fees will be collected from rents paid. Any deficiencies in the account will be billed to the owner to ensure required account minimums are maintained.

City Sales Tax

All municipalities in which CPRO manages properties levy a transaction privilege tax for rental properties. The property management company will collect the rental tax as a part of the rent and disburse the tax to the appropriate authority. The accounting for the city sales (privilege) tax will be documented in the owner's monthly financial statement.

Rental Property Registration

All Arizona counties require residential properties to be registered according to their use. As a part of the initial account set up, CPRO will file with the county assessor's office to register the owner's property as residential rental and will provide a receipt of registration for the owner's records.

In the event the owner notifies the management company of a change of address, CPRO will file the change of address with the county assessor's office. The assessor's fee of \$10 will be billed to the account.


Notices

One of the keys to successful property management is the prompt communication of issues between the tenant, the management company and the owner. Normal communications, such as updates, newsletters, and normal billing, will be delivered electronically or via U.S. Postal Service if no email is available.



In the event that more formal communication is required, including but not limited to the delivery of late notices, notice of eviction proceedings and notice of intent to lien, will be delivered to the addressee via Certified Mail, return receipt requested. The fees for processing and delivery of notices are described in the Property Management Fees section of this document.

Evictions

No party wishes to be involved with an eviction, however, the property management company has a responsibility to the owner to ensure the contract is enforced and that rental payments are made as agreed. CPRO will contact the owner if the circumstances exist to warrant an eviction. Once the decision to proceed with the eviction is received in writing from the owner, CPRO will initiate and follow-through on the eviction proceedings as described by Arizona law.



We look forward to the opportunity to work with you towards enhancing your income through real estate investment. If you have any questions, please let us know. We are at your service.

	
Alex Casteel Owner/Agent MBA, CDPE	Jenny Casteel Broker/Owner