

# Property Owner's Handbook



Our mission is to ensure that every property owner has a competent and honest professional to manage their most valuable asset



The purpose of this “Property Owner’s Handbook” is to assist you in understanding the basic services that All County® provides. Please remember that this handbook is just a brief overview. We have compiled a list of frequently asked questions, along with our basic services provided. If you have any further questions, please don’t hesitate to ask. We are here for all your property management needs. We thank you for the opportunity to work with you and hope you find this information helpful.

The management relationship is established by a written contract called the “Management Agreement.” It is between the owner of the property and All County®. All services, procedures, terms and conditions are established through this document. All County® is licensed and insured and conducts all business in accordance with federal and state laws and the Fair Housing Act. All County® does not discriminate on the basis of race, creed, religion, age, sex, familial status, disability, national origin or any other protected basis.



ALL COUNTY PROPERTY MANAGEMENT  
IS AN EQUAL HOUSING PROVIDER

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## “TAKES THE HASSEL OUT OF PROPERTY MANAGEMENT”



- \* **Property Management-Our only business**  
Residential management is our expertise. We don't sell Real Estate, therefore when we take on the management of a property it is not in the hopes that we will get a future listing.
- \* **Friendly Expert Staff**  
We have assembled a great team with over three decades of experience. Someone is always available to answer your questions. Our managers are licensed, insured, honest and dependable.
- \* **Reasonable Rates**  
There are no hidden costs or transaction fees. Due to our success over the years, we have been able to keep our fees low.
- \* **Free Consultation**  
We will tell you what you need to do to prepare your property for rent, what the current market conditions are and the rental rates of comparable properties.
- \* **Comprehensive Tenant Qualification**  
We do a thorough background check on all perspective tenants eighteen years of age and older.
- \* **Computerized Accounting**  
Accurate, timely and comprehensive monthly and year to date reporting.
- \* **Easy Communication**  
We are available by telephone, email, fax, mail and personal appointments.
- \* **Experienced Service Personnel**  
All vendors are licensed and insured for your protection. Due to our large inventory we are able to get you excellent prices and service for any maintenance and repairs.
- \* **Regular Inspections**  
We do monthly drive by inspections and an annual interior. During vacancies we do weekly inspections. We also offer a detailed interior/exterior inspection with photos and a comprehensive report during tenancy. There is an additional fee for this service.
- \* **Owner Friendly Management Agreement**  
No restrictive clauses, hidden fees or costly termination clauses.



## COMMON ASKED QUESTIONS



### **Do I need a property manager?**

#### **Yes.**

Real estate investors often underestimate the responsibilities of rental property ownership. All County® has been managing property for over two decades, and we know that successful property ownership requires maintenance, marketing, legal expertise, tenant screening, real estate acumen and more. Our property managers highlight this breadth of knowledge with specific expertise in the following:

- Property evaluation
- Local, state and federal landlord/tenant laws
- Real estate trends and considerations
- Reputable, licensed contractors

### **Is All County® the answer?**

#### **Yes.**

It's true; whether you own residential or commercial property we'll handle it all. Our services include, but are not limited to, the following:

- Property marketing and advertising
- Property showing to prospective tenants
- Personal tenant interviews and screening
- Credit, criminal and background checks
- Tenant history verification
- Coordination of property maintenance
- Regular property inspection
- Lease negotiation and execution
- Lease modifications and updates
- Lease termination and eviction
- Rent collection and distribution

### **How long have you been in business?**

All County® has been in business since 1990, specializing in unfurnished residential property management.

### **Are you licensed and insured?**

We are a licensed Real Estate Brokerage. We carry errors and omission insurance, as well as liability insurance.

## **What are your office hours?**

We are open Monday through Friday from 9:00 am to 5:00 pm. We also work all rental calls on Saturday and Sunday.

## **What about emergencies?**

Someone on our staff is always on call seven days a week twenty four hours a day, in the event of an emergency.

## **Do you charge extra for coordinating maintenance or getting a unit ready for rental?**

No, this is part of the service we provide to you and is included in the management fees. All County® uses only licensed and insured Independent Contractors for the Owners protection. Due to the high volume of properties we handle, we can secure excellent rates from these Vendors, which are passed directly to Our Owners.

## **How do you handle maintenance requests?**

Non-emergency maintenance requests must be made in writing to prevent frivolous requests. These can be mailed, faxed, emailed or dropped at our office.

## **Can we use our own handyman?**

Yes, however he must be licensed and insured in order for us to pay him.

## **What happens once you find a qualified tenant?**

Even though we have secured a qualified tenant, our job has just begun. Now we take care of the day-to-day operations of insuring that your investment will perform to your expectations.

## **How do you handle the accounting and reporting to owners?**

Our collection and distribution of rents is a vital part of our service to you. We pride ourselves on getting rent checks out to our owner's by the fifteenth of the month. We do not wait for Tenant's checks to clear before issuing owner's checks. We have comprehensive easy to understand monthly and year to date reporting. At the end of the year each owner receives a 1099 and year end statement which makes tax preparation easy for our owner's.

## **What areas do you service?**

Lakeland, FL and surrounding areas

## **Will you handle my short term or vacation rental?**

No. Our standard rental agreement is typically for one year, as this is our area of expertise.

### **What types of properties will you manage?**

We will manage single family homes, duplexes, triplexes, townhouses, condos, and small apartment communities.

### **What do you charge?**

Due to our success over the years, we have been able to keep our fees low. We typically charge 10% of the rents collected and 50% of the first months rent, called a leasing fee, when we place a new tenant into your property. Our lease renewal fee is \$150.00.

### **Will you make mortgage payments for me?**

We will be happy to make any payments requested as long as adequate funds are available in your property's trust account.

### **Can you deposit my checks directly?**

We will be happy to electronically deposit your payments directly and email the monthly statement to you for a nominal fee.



## **Questions about tenants, leasing and rent**

### **How long will it take to get us a tenant?**

The rental market is affected by supply and demand, however there are three factors that determine how quickly a property will rent. They are price, location and condition. One or two factors without the third will cause a property to sit on the market longer. Our average marketing time is about 3 weeks to procure a qualified tenant and accept a deposit. Typically after accepting the deposit a tenant will move in with two weeks, but not more than thirty days.

### **How do you get us a tenant?**

We have a strong marketing program to attract prospective tenants. We implement all current available resources to secure qualified tenants for our Owners as quickly as possible. Below are some of the following resources we utilize:

- Your property goes into the Multiple Listing Service
- Numerous Internet Sites
- Our Rental List
- Yellow Pages
- Yard Signs
- Advertising in local neighborhood publications
- Broker Referral Program
- Tenant Referral Program

### **How do you screen perspective tenants?**

One of the most important things we do is placing the proper tenant into your unit. This is accomplished by a thorough background check. This includes, but is not limited to the following:

- Civil search for any evictions or litigation
- Criminal search for any felonies
- FDLE sexual predators search
- Terrorist Alert List
- Social Security number verification
- Credit check to determine how individual handles their obligations
- Employment verification
- Rental check for previous 5 years
- Cross reference addresses from application against credit report

## **What happens after you accept a tenant?**

Upon acceptance of the tenant we require that they give us a non-refundable deposit to take the property off the market. This is usually equal to one month's rent and will be credited at move-in as the Security Deposit. Security deposits are held in a recognized Escrow Account. Our leases are annual leases and have been reviewed by an attorney who specializes in Landlord/Tenant Law. Leases are continuously updated to stay current with the changes in local and state laws. Tenant responsibilities are clearly defined, giving us the ability to enforce lease requirements.

## **What happens if the tenant doesn't pay his rent?**

A tenant's rent is due on the 1<sup>st</sup> and considered late on the 2<sup>nd</sup>. We generally issue late notices (the required state collection tool for unpaid rent) by the 5<sup>th</sup> of the month. This notice requires them to pay their rent within a specific number of days after the date it was delivered (excluding weekends and holidays). In the event rent is not received by the expiration of the late notice, we will have the attorney file eviction against the tenant. This normally takes about 2-4 weeks and costs the owner between \$300-\$600 in legal fees.

## **Are there any guarantees?**

Just like the stock market, there are no guarantees. However, if you do your background checks you can minimize the risk substantially. If a tenant qualified by All County® defaults within the first 6 months of the original lease term, we will not charge a fee to re-lease the property. If a tenant defaults after more than 6 months of the original lease term, we will charge 50% of our standard leasing fee.

## **What repairs are the tenants responsible for?**

Tenants are responsible for keeping their unit in good repair. AC filters are to be changed on a monthly basis. They must check their smoke detectors and change batteries regularly. Any clogged toilets, drains, jammed garbage disposals, abuse, misuse or neglect of the property are the tenant's responsibility. Owners are responsible if plumbing issues are a result of a crushed pipe or roots in the line. Pest control is a tenant's responsibility in single family homes, condos, townhouses and in multi family units of less than four units. The lawn and pool care are negotiated on a case by case basis when applicable.

## **What is your policy on animals?**

Whether or not to accept animals is always the owner's decision. However, we always encourage owners to attract the largest pool of potential tenants, so we recommend always saying pets possible if the community allows pets. From there we can determine if the prospects are credit worthy and if the pet is something we would accept with an additional deposit. Only small to medium sized, non-violent, common domesticated animals would be considered. Certain breeds of dogs are not acceptable because of liability considerations. Farm animals are also not permitted.

## **What happens when the property becomes vacant?**

Tenants are required to give thirty days notice prior to vacating. Once we receive a notice to vacate, we begin marketing the property immediately. When the unit becomes vacant we conduct a move-out inspection. We make any appropriate claims against the security deposit. We then would recommend to the owner any necessary repairs and with approval and funds begin making the unit ready for re-rental. This is always a good time to address any major improvements or improvements.

## **What kind of insurance do I need to have?**

If you are taking your personal residence and turning it into a rental property, you need to change your homeowner's policy to a landlord's policy (sometimes referred to as a rental dwelling or dwelling fire policy). If your property is already a rental, you should just verify with your insurance agent that you have the proper liability insurance. The limits should be in an amount of not less than \$100,000 per person and \$300,000 per occurrence. There is usually not a significant change in premiums.

If your investment property is a town home or condominium unit, do not assume you have the proper insurance. You need to have a separate liability policy (separate from the association) to make sure both you and your rental property are adequately protected.

## **What is the additional inspection you offer?**

Overseeing all the maintenance, repairs, inspections and handling tenant relations as part of our regular management services. However, periodically an owner will request a comprehensive written report that includes photographs, a detailed rating of all components of the property and recommendations of deficiencies or recommended improvements. The cost of this service is an additional \$150.00.



## **What do I need to do to get my property ready for rental?**

- Carpet should be professionally cleaned and in good condition with no odors.
- Premises interior and exterior should be in “move –in clean” condition.
- All appliances and other systems related to the property should be in clean working condition and repair. This includes anything being conveyed with the property.
- All plumbing and plumbing fixtures should be in good repair and working properly. No leaking pipes or running toilets.
- All bathroom tiles should be in good condition with no loose tile and all cracks, corners and seams properly caulked.
- Kitchen and bath counters and back-splashes should be in good condition and seams properly caulked
- Window treatments should be clean and in good working order or removed. It is not the landlord’s responsibility to provide window coverings on single family homes. They can be left for the convenience of the tenant, but have to meet the above requirements.
- All electrical outlets and switches need to be in good repair and have cover plates.
- Interior paint should be fresh and in a neutral color.
- Smoke alarms must be properly installed and in working condition.
- Household rated fire extinguisher, properly serviced, and attached in the kitchen is strongly recommended.

- All light fixtures should have working light bulbs and be in proper working order.  
Ceiling fans, if any, should also be clean, balanced and in good working condition.
- Lawns should be mowed, free of any debris, edged, trimmed, shrubs trimmed, tree limbs cut away from house and irrigation system (if any) in good working order.
- Well water and soft water systems, if applicable, should be in good condition, functioning and have chemicals added at the appropriate level.
- House numbers-three inches high- should be properly displayed on the front of the property, as well as affixed to the mailbox.
- Roof should be in good condition with no leaks.
- All debris, trash, and/or any discards should be removed from the premises, including the attic and storage sheds.
- All exterior door locks should be in good working order with at least three sets of keys.
- Exterior paint should be in good appearance with out any significant fading, chalking, weathering or peeling.
- Copies of all warranties, service contracts, termite and/or pest control contracts need be provided to All County®.

# What should I expect from?

## All County®



The purpose of this section is to review the services and benefits of having All County® manage your real estate assets. You'll have the piece of mind knowing that your investments are being managed in a competent, professional and efficient manner. We know what it takes to create successful rental relationships. With over two decades of property management experience, we're confident that our expertise can eliminate the hassles of property management. After signing the management agreement, we will proceed with our normal property management procedures as follows...

### Marketing and Leasing

...placing an All County® "For Rent" sign on your property (if permitted) as soon as practical in anticipation of any known vacancy – usually upon receipt of notice to vacate.

...placing a description of your property on our vacancy list, which is available free of charge to all who come into or call our office. We also fax these lists upon request. There is no charge for this service to potential renters.

...placing your rental property with a full description and photos our website, as well as kwikrents.com, hotpads.com, homerentals.net, craigslist and rentclicks.com and a variety of others (They do periodically change according to the traffic).

...placing your property on the multiple listing service, making it available to all Realtors and offering a referral fee to them in the event they bring us a qualified tenant.

...conducting a comprehensive applicant qualification screening process to assure that we obtain the best possible tenant.

...not renting your property for an amount lower than what you have agreed to without first obtaining your permission.

...obtaining a reservation fee to take your property off the market.

...scheduling with the qualified applicant a date and time for the lease signing and executing the lease agreement.

### Lease Renewals

...attempting to renew the Lease with the current tenant at least 45 days prior to the expiration of the Rental Agreement, **unless you instruct us otherwise in writing not to.**

...renewing the Lease at a higher rent if possible. We do not agree to a lower rent without your specific permission.

...notifying you by phone, email or in writing when we learn the property is becoming vacant.

...immediately beginning to market the property for a new tenant if the current tenant is not renewing the Rental Agreement, **unless you instruct us in writing not to do so.**

## **Property Inspections**

...inspecting your property at least once a week when it is vacant.

...conducting a “move-out” inspection to document the condition of the property as soon as the property becomes vacant.

...conducting other monthly drive by inspections and annual interior inspections or when we determine it is necessary.

...conducting a comprehensive interior/exterior inspection in a written report with photos and recommendations to the owner when requested. There is an additional charge of \$150.00 for this service.

## **Tenant Relations**

...making every reasonable attempt to collect the rent in a timely manner-rent is due on the 1<sup>st</sup> day of the month and is considered late on the 2<sup>nd</sup>.

...conducting our business relationships fairly and equally with all tenants.

...making every reasonable effort to renew the Lease with the current tenants at the same or higher rent amount.

...expecting all tenants to comply with all the terms and conditions of the Rental Agreement.

## **If A Tenant Defaults**

...serving any applicable legal notices necessary to insure compliance with the Rental Agreement.

...making a follow up visit to the property to determine that the tenant has complied in a timely manner to any legal notice.

...delivering a Late Notice (A prerequisite to an eviction for non-payment of rent) between the 5<sup>th</sup> and 9th day of the month.

...directing an eviction attorney to begin the eviction action against a delinquent tenant after the Late Notice expires, **unless you instruct us otherwise in writing to delay for any**

reason.

## Reporting To Owners

...preparing and mailing a comprehensive statement along with the owner's distribution check no later than the 15<sup>th</sup> of every month or the 31<sup>st</sup> on larger complexes.

...paying vendors on the owners behalf for work performed on the property.

...making mortgage and/or homeowners payments if we have funds available in the trust account on the owners' behalf.

...electronically depositing your distribution check directly into your bank account and emailed statements for a nominal fee.

...sending you a 1099 Income Form and a Profit and Loss statement at the end of each calendar year to assist you in your tax preparation.

## Repairs, Maintenance and Upgrades

...consulting you in advance regarding any expenditure over \$200.00, **unless it is an emergency affecting the safety of the tenant or the integrity of the property.**

...arranging and authorizing services necessary to maximize the property's appeal to perspective tenants, thus expediting the leasing process and minimizing the vacancy time. Examples would include: utilities, painters, carpet cleaning or replacement, cleaning, pool or yard care and minor repairs.

...drawing from any forfeited security deposit funds to address expenses that were the previous tenant's responsibility.

...using only properly licensed and insured vendors who are qualified to handle the type of work being performed on your property.

## Government Regulations

...complying with all local, state and federal fair housing laws and ordinances.

...complying with Local, State and Federal Statutes governing real estate, landlord-tenant, agency disclosure, security deposits and radon gas disclosure.

...complying with U.S, EPA requirements regarding lead-based paint disclosure.

...complying with all other applicable laws and ordinances, whether local, state or federal that may affect the management of the rental property.



## **In Conclusion**

We appreciate the opportunity to present All County® services to you. We trust that our “Property Owner’s Handbook” has answered the questions you have about property management and the services our company performs. At All County® managing your real estate assets is our only business. We are the experts in the management field. Our entire staff is dedicated to giving you the best, experienced, dedicated and dependable service you expect and deserve.

Thank you for considering All County®. We look forward to working with you.

### **Now, How Do I Get All County To Manage My Property?**

**Just contact our office at 863-510-5965 or email us at [contact@allcountypolk.com](mailto:contact@allcountypolk.com) or through our website at [www.allcountypolk.com](http://www.allcountypolk.com). We will be happy to get you a Management Agreement and start marketing your property today.**

***Thank You!***