



An overview of TMG's Residential Management Services

We are Property Management Consultants, rather than salespeople. Our goal is to provide you with information so you can make the best decision to meet your needs. Since your property may be the largest investment you own, we understand that it is important to have the right company taking care of your property. If you have already made the decision to move forward with management services, we will need to get together to discuss your particular situation. If you are out of this area, we will be glad to give you a call. However, if you are in town, our initial meeting will be at your rental property. This is what we call a professional property consultation.

One of the most common questions is, "what will my house rent for?" In fact, the first step in managing your property is the professional property consultation. With a clear understanding of your goals for your property, we can recommend the best program to meet your needs. We will complete a physical property assessment of your home, and furnish you with detailed information on marketability. You will know exactly what needs to be done to make your home marketable, and how it will compare to similar properties on the market. We will also advise you on competitive rents, deposits, and other fees.

We know that by providing you with detailed and specific information, and by communicating effectively with you, our client, we will not only meet, but exceed your expectations! We have built our business on client referral, because it allows us to spend more time servicing your property, and less time chasing down new business.

Now, let's get into the questions foremost in most owners minds. "How much are your fees?" and "What will you do to earn your fees?" We understand cost is very important. We will get to our specific fee structure in just a moment. You will find our fees to be very competitive with other management companies; however we don't try to undercut our competition just to get your business. Because we know from experience it is not possible to provide the highest quality service, and also the lowest price. To provide the best service to our owners and tenants, we can only take on properties of owners who want well run, well maintained properties and the best tenants possible.

Now back to the questions of our specific services and fee structure. We have a one-time set-up fee of \$250.00. This set up fee includes the initial professional property consultation with Alicia Smith. Your marketing package will include promotion via website, newspaper, posting a "for rent" sign in the yard, when permitted by City code, or homeowner association CC&R's, and promotion to our network of Real Estate and Relocation companies, and business contacts in the community.

We offer a full service professional maintenance team to make any necessary repairs, in order to minimize your downtime, and maximize your income. We are a licensed contractor for Washington and Oregon, with an experienced staff specializing in painting, cleaning, general home repairs and home improvements. Our Capital Projects Manager can also offer specialized expertise in major repairs and renovations as needed. We also work with professional vendors in the community, who offer our clients preferred rates and superior service. Professional maintenance and repair will protect the long term value of your investment. And that means your tenants call US for that leaky faucet, not you!!!

We will take control of the keys, code each key, and set up your property in our computer system. We will make appropriate files to keep your records, to include the proper documents if your home is in a homeowner's association.

We handle all of the prospective tenant inquiries, and lease only to tenants who qualify according to our specific rental standards. We have every prospect fill out a detailed rental application, to include credit check, criminal check, employment and income verification, and past and current rental references, all at no cost to you.

We sign a lease with all tenants, and meet with them personally prior to moving in to review the lease and make sure they have a clear understanding of their obligations. We complete a move-in inspection of the property prior to the tenant moving in and another inspection after move-out to verify the condition of the home.

Communication between our clients, you the owner, and your Property Manager is essential in order to assure your objectives for your property are met. Owner questions and concerns are always answered promptly. At The Management Group, we pride ourselves on our commitment to client relations. We can be reached with direct phone numbers for each employee, 24 hour on call emergency maintenance, direct email addresses, along with a client only section on our web site.

Our award winning web site will provide information about your property, at your fingertips, anytime, day or night! All from the comfort of your home or office.

That same convenient service is also available to prospective tenants. They will view a detailed page devoted to your property, to promote all of the benefits and great amenities that make your home unique. They can even apply for your home on-line, an essential service for tenants relocating from out of state.

At TMG, we know that tenant selection is a key factor in protecting your investment. We have a consistent and detailed screening process to help us place the most qualified resident in your home. Our Relocation Consultants are motivated and enthusiastic advocates to market your property. We are active members of the Greater Vancouver Chamber of Commerce, Clark County Association of Realtors, and other professional organizations in our community, which ensures a steady tenant stream looking specifically to rent a TMG managed property. In fact, many TMG tenants have, in time, gone on to become TMG clients with investment property of their own! We also incorporate our web site and its cutting edge technology to get the best, largest pool of potential residents to choose from!

Next, you may ask, "How long will it take to rent my property?" The time of year, and the condition of your property, will determine how long it will take to rent. Typically, it will take longer to rent in the Fall and Winter months, and less time in the Spring and Summer. Generally, you should plan on about 4-8 weeks on average to rent your property, with some variance depending on the time of year.

You may ask, "What needs to be done for my property to attract better qualified tenants?" To put it simply, the better condition your property is in, the better qualified person it will attract. The property should be CLEAN. Walls painted if they are marked or dirty, and everything needs to be in good repair.

Having found the most qualified tenant to rent your property, your next concern may be the prompt collection of your rent. Your Property Manager will closely monitor the collection of your rent to ensure its timely receipt. Your Property Management team is made up of experienced and educated professionals. Many hold nationally accredited designations, and all stay abreast of landlord tenant law and industry practices to best serve you. Your accounting team will disburse your rental proceeds to you typically within 24 business hours. We closely monitor collection of rent, with a thorough rent collection program to promote timely collection of the rent.

Every owner will receive a detailed monthly statement showing all income and expenses. During a routine audit by the Department of Licensing, TMG received a perfect score of 100, ranking us at the top among our peers.

Your Property Manager, or our Capital Projects Manager, will keep you informed of any capital expenditures that you can expect as well as obtaining bids and coordinating repairs and replacements on your behalf.

We also closely monitor market conditions to make sure you are getting the most rent that the market will bear. Our goal is to command the highest rent possible, while still keeping your property competitive so that it rents quickly. You will also be kept abreast of market trends, and industry standards through TMG's monthly newsletter, the TMG Client Insider.

When it comes time for your tenant to renew their lease, we will solicit your input, and then complete the necessary arrangements with the tenant on your behalf. Tenant retention is a strong focus. We are experienced in communicating effectively with residents.

You are probably wondering, "How can I pay for all these services, and still keep my costs down?" Our management fee is based on a % of the rents we collect. Our typical management fee is 10% of the collected income; however, this can vary depending on the number of properties managed. We will discuss that further when we get together. One of the greatest benefits to investing in real estate is that all of your routine expenses for the maintenance of the property, to include your management fee, are tax deductible.

At The Management Group, we don't just talk about service. We do it...Everyday! Our firm was founded in 1985, and by making sure our clients needs are met, we have grown to be the largest property management firm in Clark County. While we have grown in size, we remain dedicated to meeting the individual needs of each and every client, with a proven track record of success, for our clients and ourselves.

In summary, your property is monitored, your investment watched, and your residents well attended. We take pride in your home! The entire TMG team is educated, motivated and dedicated. In fact, we feel so confident we can help you to succeed that we charge no management fee until your property is rented, with a qualified and paying tenant in place.

Again, we do appreciate your time, and hope we have answered some basic questions about our services, and perhaps raised some additional questions we might answer. If you would like to discuss further how TMG can play a role in your success, please call 360.397.0324 for Alicia Smith to set up a meeting.

Thank you. We look forward to talking with you soon.

The Management Group, Inc.