

## **Eagles Properties, Inc. & Owner Expectations**

Thank you for choosing Eagles Properties to manage your home! We work our hardest to treat your home like our home and care for it the best we can. Keeping that in mind we want to set up our relationship for success by making sure that expectations are clarified.

- We will show your home personally. We meet prospective tenants at the home and show them around. We make sure to turn on lights, open doors, and tell them about your home. When we are done we will turn off lights and make sure the home is secure. If they are interested in applying, we do credit and criminal background checks, rental references, and we verify income. We want to make sure that we find well qualified tenants for your home. We do have complete discretion on tenant selection BUT we like to go to our owners with certain situations to see how they feel. If we aren't 100% about an applicant we will call you, give you the facts, and see if you are comfortable moving forward.
- We need 3 copies of each cut of key. We give our tenants two of each key and we keep one. Keys made by Eagles Properties will be a flat fee of \$15 plus tax. If your house is on more than 2 different keys, you may want to consider having the home rekeyed to avoid future issues with regards to access. If you have a security system please provide any disarm / activation codes.
- Tenants pay rent between the 1<sup>st</sup> and the 5<sup>th</sup> and we pay out our owners between the 6<sup>th</sup> and the 10<sup>th</sup> (when possible). Keep in mind that we are only able to process rental payments to you when the banks are open; holidays or weekends will delay the payment. MOST owners will see the payment in their account by the 15<sup>th</sup> of the month.
- Please make sure to have the home 100% ready for your new tenants. Remembering items like: new HVAC filters, new smoke detector batteries, working lightbulbs, clean and working blinds (replaced if broken), carpets professionally cleaned, and yard in tip top shape. We like to make sure the home is ready to go and in the type of condition that we expect it back from the tenant. We will provide you with the move out procedures and cleaning check list that we provide to the tenants for your reference.
- After Hurricane Matthew we learned a lot, and we want to make sure our owners are aware of our limitations as their property manager and what the owner needs to do in case of a natural disaster. Normal and routine maintenance is part of what we do, but if the insurance company needs to be involved in repair we need our owners to coordinate with their respective company. There wasn't enough time in the day, days in

the week, or enough staff to inspect each and every one of the homes we manage after the storm. We rely heavily on our tenants to report issues and take pictures of any damages so we can get to work on making necessary repairs. If something like Hurricane Matthew happens again we want our owners prepped and ready to jump into action if needed, to call their insurance company and coordinate repairs with them. We are in the office to check out keys and provide tenant contact information to vendors as necessary.

- Routine Maintenance: it happens... things break and wear down. When this happens we are here to take the call from the tenant to find out exactly what is going on and who we need to call. DON'T WORRY we are willing to work with your home warranty! When the tenant calls our office we ask them a series of questions to help them to troubleshoot the problem themselves. If they are able to fix it easily we try to talk them through the repair (hopefully saving you money in the process!) If we need to send a vendor we have a select group of vendors that we love to use! They put us first, they give great prices, and always give us good and honest advice. We try to call our owners for any charge over \$200, but don't worry we always use our best judgement when it comes to your home. If we cannot get a hold of you and it's an emergency or if it will cost an extra service call to come back later to make the repair we will pull the trigger and have the issue resolved. We know our vendors and we know the going rate for different services, we make sure our owners are getting the best deal and the best care for their home.
- You are about to have a renter in your home. If there are quirks we should know about make sure to let us know so we can pass the message on. A tenant is going to live in your home, walk on the carpets, hang up pictures, and cook in the kitchen. This means wear and tear. Tenants are allowed to hang up pictures using normal sized nails (anything larger than that and they will need permission). Legally we cannot charge the tenant for what is considered "normal wear and tear" but if they damage the home we will use their security deposit to remedy the damage. Normal wear and tear can be subjective but for an example we cannot charge the tenant for nail holes, a few scuffs on the wood floors, small dents, small wall scuffs, etc. BUT we can charge them if they put a hole in the wall bigger than a dime, filthy home that has caused damages to your home, the yard not being up to par, overly stained carpets, and any item that we feel was damaged do to misuse and not normal use.
- YOUR NEIGHBORS ARE YOUR FRIENDS! New to being a landlord? Nervous about how this will all work? Well, we are here to answer your questions and make sure your home is being taken care of, but we cannot be everywhere. This is where your neighbors come in! Give them our number and tell them where our office is, have them give us a call if

they ever have any issues with your new tenant. If they aren't cutting the grass or trimming the hedges, have toys in the front yard all the time, or loud music playing until 2am; we want to know so we can make sure to get it resolved quickly! If we have to drive by the home or schedule an inspection we can do that. We schedule one inspection a year at renewal and more inspections ONLY if they are needed. If we do more inspections than necessary it could be considered an invasion of privacy and make the tenant feel uneasy. If you have any reason to believe they are not taking care of the home we will investigate but we have to try and respect their privacy. If you would like to view your home because you are in town please try to keep it to around the time of our yearly inspection and only one time per year.