

# Arizona Elite Properties

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Property Management Services

Revised 1/5/2018



# Why Arizona Elite?

- The company is co-owned and operated by Robert and Mary Kline, real estate professionals licensed in the state of Arizona and Costa Rica. Robert has attained over fourteen designations dating back to 1983.
- All property managers go through extensive training and upon completion are classified as “Certified Asset Managers”.
- The company is the recipient of many national, local and real estate industry awards and Robert is featured in, Who’s Who In Real Estate”.
- The company maintains a sterling record with the Better Business Bureau, local real estate boards and the Arizona Department of Real Estate.
- Mary E. Kline Chief Financial Officer received recognition as the leading Property Management company in Gilbert, Arizona for the years 2012, 2013 and 2014.



# Our Commitment For Service

- Our job is to make certain that we protect your interest by placing a qualified tenant in your investment property that will properly maintain the home, pay the required rent on time and abide by the terms as written in the Residential Lease Agreement.
- We provide the tenants with a copy of “The Arizona Landlord and Tenant Act” and make certain they understand their rights and obligations when renting a residential property for compliance with the statute.
- Most communities are governed by a “Homeowners Association”. Therefore, we educate our tenants of their responsibilities in an effort to avoid any violations of the regulations.

# Marketing

- ▣ We place your rental property on our web site as a featured rental property for maximum exposure.
- ▣ We advertise your rental property on over 40 real estate related rental websites worldwide.
- ▣ Information about your rental property is also distributed to all property management, insurance and relocation companies in Arizona.
- ▣ The property is also placed in the Arizona Multiple Listing System and populated to other real estate related web sites.
- ▣ Property flyers are also distributed to local corporations for distribution to their employees.



# Tenant Screening

- ▣ Our company obtains a rental application on all prospective tenants over the age of eighteen and conducts an online credit and national background check within minutes.
- ▣ We review a prospective tenant's credit based on their ability to pay, as well as their credit rating.
- ▣ In most cases, individuals who rent properties have limited credit history, therefore, our decisions are determined by past rental history, bank statements, income and job longevity.

# Tenant Placement

- Conduct a walk thru and obtain written acceptance of the property prior to occupancy.
- Take interior and exterior pictures for compliance.
- Review general maintenance guidelines.
- Review CC & R's with tenant(s).
- Educate the tenants on paying rent on time in an effort to avoid late charges and possible eviction.
- Review all addendums with tenants in detail.
- Obtain emergency contact information from tenant(s).



# Inspections

- Tenants are entitled to quiet enjoyment of the property and we do not abuse their rights; however, we will conduct quarterly interior inspections after providing the proper notice to the tenant(s).
- We gently visit approximately 20 neighbors and provide them with our contact information in the event they notice anything unusual at the rental property. Indirectly they provide 24-hour security.
- We notify the homeowners association to copy us with any property violations so we can immediately remedy the problem and avoid any fines the tenant is responsible to pay.

# Addendums and Disclosures

- Credit Application
- Smoke Free Addendum
- Drug Free Addendum
- Crime Free Addendum
- Pool Safety Notice
- Pet Addendum
- Smoke Detector Addendum
- Bed Bug Addendum
- ▣ Lease Break Addendum
- ▣ Roommate Addendum
- ▣ Pest Addendum
- ▣ Section 8 Addendum
- ▣ Agency Disclosure
- ▣ Lead Paint Disclosure
- ▣ Air Filter Addendum
- ▣ ORRPDS



# Approved Vendors

- All our vendors must provide and maintain liability insurance, workers compensation and a copy of their license issued by the Arizona Registrar of Contractors.
- All approved vendors are required to provide competitive pricing to our property owners.
- All work orders over \$200.00 will require written approval from the landlord / investor prior to the start of any major repairs.
- Vendors are only paid after an inspection by the property manager for assurance that the work was completed in a workman-like manner.
- Our company does not mark up any vendor invoices.

# Approved Vendors

- Pool Maintenance
- Insurance companies
- Handyman Repairs
- Plumbing Contractors
- Electrical Contractors
- Landscaping Service
- Air Conditioning and Heating
- General Contractors
- Home Warranty
- Real Estate Attorneys



# Home Warranty

- Owners and investors should always consider purchasing a home warranty to avoid costly repairs in the event of an unexpected problem.
- We utilize the service of several qualified warranty companies that provide different plans, quick service and competitive pricing.
- They also provide an online system to track the repair process from the initial call to completion of the work.
- Tenants are responsible to pay for any service calls.

# Arizona Revised Statute

## *Article 1 General Provisions 33-1902*

- An owner of residential property who lives outside the state of Arizona shall designate and record with the assessor a statutory agent who lives in the state and who will accept legal service on behalf of the owner.
- A person who fails to comply with this provision shall be assessed a civil penalty of \$1,000 plus an additional \$100.00 per month until compliance occurs.
- Our company registers all properties with the county to insure compliance of the law.



# Engagement Fees

- Our fee for the service we provide ranges from 8%-12% depending on the number of properties owned.
- We charge an initial set up fee of \$150.00 regardless of the number of properties owned.
- To be in compliance with Arizona revised statutes, we register all properties as Class 4 with the County.
- We pay all rental tax collected from the tenant on a monthly basis to the proper municipality.

# Real Time Accounting System

- Our company manages your property using “real time” web based software.
- Property owners can access accounting records, reports, leases, vendor bills, documents and pictures of their property via the internet anywhere in the world.
- We currently have three account service managers, four administrators, and over 52 licensed real estate field agents who are responsible for the day-to-day activity, property inspections, tenant coordination, collecting rent, processing eviction notices and paperwork and lease coordination.



# Landlord Funds

- Owners funds will be remitted by check or direct deposit and are paid on the 5<sup>th</sup>, 10<sup>th</sup> and 15<sup>th</sup> of the month automatically as rents are received.
- Tenant's also have the option to pay rent on line or by credit card in an effort to avoid late payment of rent.
- After a tenant's check clears their bank, we transfer the funds into the owners account that evening by ACH.
- If a tenant's check is returned by their bank, all future rent payments must be made with cash, money order or bank check.

# Tenant Funds

- All security deposits are held in a “broker trust” account.
- We accept up to 1½ months rent as security.
- Pet deposit - (refundable or non-refundable)
- Cleaning deposit - (refundable or non-refundable)
- Key deposit - (refundable)
- Cleaning Fee - (non-refundable)
- Redecorating Fee – (non-refundable)
- Pet fee – (non-refundable)





# Elite Concierge Services

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# Concierge Services

- Landlord Insurance Competitive Pricing
- Tenant Insurance Competitive Pricing
- Maintenance and Repair coordination
- Construction and Rehabilitation coordination
- Sales Discounted Fees
- Escrow Discounts upon sale
- Home Inspection Discounts
- Major Credit Cards Accepted



# Our Specialty Real Estate Services

- Residential Listings and Sales
- Commercial Listings, Leasing and Sales
- Business Opportunity (sale or purchase of business)
- HUD Certified Broker
- Lease Modification
- Loss Mitigation (Short Sales)
- Rental Properties
- New Home Sales Instant Rebate Program
- Rent 2 Own Program
- Vacation Rentals – Arizona and Costa Rica
- Real Estate Special Commissioner for Maricopa Family Court

# Recommended Services

- We provide competitive insurance quotes to protect investors from being over insured or under insured.
- We make certain your property value reflects today's market value.
- We encourage tenants to obtain tenant and liability insurance with management company and owner as additional insured.
- Pet insurance is required for certain breeds with management company and owner listed as additional insured.
- A home warranty is recommended as a hedge against potential major repairs.



# Repairs and Maintenance

- We require owner to provide a \$200.00 deposit and authorization to make minor repairs as necessary.
- Any repairs deducted from the owner reserve or future owner funds will be documented with an invoice from the vendor who conducted the work.
- Any major repairs will be supported with three estimates to insure the best possible pricing and must be authorized in writing by the property owner.
- Our property manager will verify that all work was completed as agreed prior to paying any invoice.

# Eviction Process

- We make certain to place a qualified tenant in your property unfortunately, financial circumstances change and on occasion we must follow the eviction process established under the guidelines of “The Arizona Landlord and Tenant Act”.
- If a tenant is late paying their rent, we provide them with a courtesy call to bring their rent current within 24 hours.
- If they fail to comply, we issue a five day notice to cure the default and if they fail to cure the default by the 10<sup>th</sup> day, we immediately start the eviction process.
- In the event we agree to accept partial rent, we require the tenant to sign a non-waiver and promissory note, which does not waive any of our legal rights to evict the tenant(s) if the terms of the agreement are breached.



# Our Professionals

- Our associates are licensed with the State of Arizona and fully qualified to handle all of your real estate requirements and will always offer stellar service to our prospects and clients.
- Our goal is to assist in the decision process when buying a property and will provide you with information about the area and value of competing homes that have sold to make certain you are making the best decisions.
- If you are selling your property we will determine the proper price based on recent sales of similar homes and point out the features and benefits of your property to obtain the highest possible price in the shortest time possible.
- As a client you will be entitled to our discounted real estate commission in the event you decide to sell.

# Mission Statement

- To provide the required property management services that will exceed your expectations and comply with all applicable laws and requirements of The Arizona Department of Real Estate.
- Our associates are “Certified Asset Managers” that recognize the fact that they are acting in your capacity to protect your property and provide you with a stress free relationship.
- If for any reason you are not happy with the services provided by your manager please feel free to contact me at [robertckline2491@gmail.com](mailto:robertckline2491@gmail.com) and we will either reassign you to another manager or cancel our relationship agreement without penalty.



# Arizona Elite Properties

## Corporate Office

- 225 East Germann Road Gilbert, Arizona 85297
- Office: 480.899.9010 – Fax: 480.899.4918

## Web Address

- Arizona: [arizonaeliteproperties.com](http://arizonaeliteproperties.com)
- Costa Rica: [Lagunaazulrealestate.com](http://Lagunaazulrealestate.com)
- Offices: Gilbert, Scottsdale, Phoenix, Pine, Payson and Costa Rica