



A CHARLIE WILLS TEAM COMPANY

FRONT PORCH

PROPERTY MANAGEMENT



Front Porch, LLC

Property Owner's Handbook

Please keep this document in a safe place for future reference.

This Property Owner's Handbook is designed to familiarize you with our administrative process. It is our belief that when you understand this process, **we can better serve your needs**. All relationships are established by written agreement between you and Front Porch, LLC, or companies acquired by Front Porch, LLC/The Charlie Wills Team, hereinafter referred to as Front Porch, or any subsidiary thereof. Please consult with your specific "property management services agreement" for actual services rendered.

OUR PEOPLE MAKE THE DIFFERENCE

We believe that the key to our success is in the personal relationships that we have developed with our customers over the years. Front Porch has assembled the most talented team. Our experience and knowledge in managing single family homes, multi-family, condos and more means **savings for you**. Our leasing consultants are trained in the art of assisting prospective renters to lease properties. This focus on showing efficiency, coupled with training, means **results for our property owners**-not to mention a tremendous benefit in time and savings to our qualified renters seeking quality homes.

VIDEO TAPED PROPERTY INSPECTIONS

If you believe that a picture is worth a thousand words, then *Video-Taped Property Inspections* are just one more reason why you should hire Front Porch as the property manager of your single family home, condo, town home, commercial property, etc. This video inspection of your property takes the question out of what the property looked like prior to move in. This procedure provides **peace of mind** for property owners who want to protect their investment, AND to tenants who want to facilitate the return of their security deposit.

MANAGERS INSPECT PROPERTIES

Our property manager conducts sporadic inspections of occupied homes throughout the lease term. The first inspection consists of a drive-by, mid-lease inspection is an in-home inspection and the third is another drive-by. Additional inspections may be conducted upon owner's request.

AVAILABLE 7 DAYS A WEEK

Front Porch's office is open for your convenience 5 days a week (excluding national holidays). We realize that renters seeking quality rental homes often must have after- hour or weekend appointments. We also realize that the management of rental properties doesn't stop on Fridays at 4:00 PM. That is why we have **property managers on call on weekends to handle any situation for our customers**.

WE HAVE A PROVEN RENTAL MARKETING PLAN

Our "*Rental Marketing Plan*" uses various mass media to promote your vacant property to thousands of prospective renters. We utilize multiple marketing techniques. Our listings are advertised all over the web on one of the largest and **most effective syndication networks** in all of real estate (30+ major destinations!). At Front Porch you will never have to worry about extended vacancies due to a lack of marketing.

SUPERIOR TENANT SCREENING

In selecting the right tenants for your rental property, we believe that an ounce of prevention is worth 10,000 pounds of cure. We want to ensure that our property owners get the caliber of renters they deserve. That's why we utilize a **4 Step Screening Process** on each and every adult rental applicant:

1. We pull credit reports on each and every adult rental applicant from Experian.
2. We do a verification of former landlord references.
3. We do a verification of the applicant's employment or income.
4. We do a verification of any public records of outstanding judgments or federal liens.

Because of our superior tenant screening process, most "rent jumping" tenants (the ones who don't pay rent, damage properties, and move out in the middle of the night) prefer to apply directly to property owners. Property owners usually do not have time to access the potential renters' financial and legal history. However, although we make every effort to pre-screen tenants by a standard of credit score as well as requiring a security deposit or down payment, we cannot guarantee that any screening process will prevent damage to your property.

RELAX & DEDUCT OUR FEES FROM YOUR TAXES!

Remember, **the cost of our services is tax deductible**. However, if you do the work yourself, your time is not tax deductible. Our goal is to save you time, money and aggravation in the leasing and management of your single family rental property.

MANAGEMENT FEES

Management fees are charged on a percentage basis as the rent is collected. Management fees are for our services in connection with:

- **Attending to daily telephone** and email inquiries.
- **Timely rent collection.**
- A property manager **available 7 days** a week.
- **Organizing** keys for viewings, inspections and repairs.
- **Attending to payment** of various property expenses.
- **Collection of late rent** through various legal means.
- **Lease enforcement** with tenants.
- **Hand deliveries of notices** to tenants, as necessary.
- **Attending** to print correspondence.
- **Organizing** maintenance repairs and quotes.
- **Administering** rent through our account and software.
- **Filing evictions**, if necessary and **Attending court** evictions, if necessary.
- **Preparing** invoices and profit and loss statements.
- **Liaison** with homeowner or condo associations, if applicable.
- **Organizing utilities** to be turned on and off when required.
- **Conducting annual rent reviews.**
- Periodic **visual inspections** of the property to ensure lease compliance.
- **Processing notices** to vacate or to renew a lease term.
- **Liaison with insurance** companies, when authorized.
- **Processing security deposit** claims, when necessary.
- **Liaison** with and assisting sales brokerage firms.

LEASING FEES

Leasing fees are for our services in connection with:

- Arranging, placement, recording and administering **advertising** and signage.
- Arranging, taking and saving **photographs** of your property.
- **Uploading photos** and property information to various Internet sites.
- Arranging and conducting **appointments to show property** to prospective tenants.
- Keeping the property owner informed of showings and **rental activity**.
- **Administering lease applications** and processing applications for tenancy.

- **Tenant screening** via credit reports, eviction searches, criminal background check, verification of former landlord references and employment verification of applicant.
- **Negotiating the terms of the lease** with prospective renters.
- **Organizing the new lease agreement** and processing items necessary for new residency.
- Conducting the **lease closing in person** with tenants, processing of lease, including: general information and providing rules and tenancy regulations to new tenants.
- Registration and activation of the **tenant's rental payment system**.

SALE TO TENANTS

At Front Porch we are Real Estate Professionals, Realtors, and Property Managers. We can list properties for sale as well as specialize in the art of Property Management. Therefore, our services are not limited to assisting you in just renting your property. We also **specialize in assisting our tenants and property owners in closing a sale of the leased property.**

Sales commissions are for our services in connection with:

- A sale of the rental property to the tenants, members of their family or anyone acting on their behalf.
- The Charlie Wills Team is a licensed brokerage, fully authorized to sell and conduct real estate closings in Wisconsin.
- Drafting of sales contracts and addenda.
- Administering and assisting with the many various items necessary to transact a sale from contract to closing.

Thank you for choosing Front Porch, LLC to manage your investment property. We'll earn our fees and **we appreciate your business!**

Frequently Asked Questions

How long does it take to lease my property?

At Front Porch the average length of time to lease your home on the rental market varies depending on market conditions. However, in recent years it has averaged less than 30 days! This is because we begin marketing your rental home the moment it becomes ready to rent, or, as soon as the current tenants give us the 120 day notice of their intent to move out. We average hundreds of prospective tenant calls each week. In addition to our attractive yard signs, we utilize our unique “Marketing Plan” to ensure faster leasing of your rental property.

When you find residents for my rental home, how do you qualify them?

We strive to provide you with the caliber of tenants that you want in your rental property. This includes:

- We pull credit reports on each and every adult rental applicant. (Experian)
- We do a verification of former landlord references.
- We do a verification of the applicant’s employment or income.
- We do a verification of any public records of outstanding judgments or federal liens.

In addition to the normal financial qualifications, we always try to accommodate the housing needs of our tenants so that the home they rent is convenient to their work, shopping, and desired school district. This will help to make them happy tenants who will remain longer in your rental property.

How quickly does Front Porch process the monthly rent and statements for property owners?

We pride ourselves on quick turn around of your rent and statements. Rent proceeds are mailed out to you within 10 days of receipt of payment after rent is due and has cleared management’s account.

How often and how are property inspections conducted?

When your property is vacant, we generally inspect it each week. The next inspection is done prior to the tenants moving in. This is referred to as the move-in inspection. We inspect the exterior of your property on a periodic basis and we also conduct other inspections when requested to do so or if we determine that checking the property is warranted. Between the 10th and 11th month of the lease, we discuss with the tenant their intent to renew their lease for another year. If they are not planning to renew, we schedule a pre-move out inspection to pre-determine potential repairs.

When the tenants move out of your property, we do a detailed final move-out inspection. The move-out inspection is performed to insure that the tenants have left the home in the same condition as when they first rented it. (This is verified with their original move-in condition form.) If damage is found, we will deduct the amount from the tenant’s security deposit, as required in our contracts and permitted by WI State Law. If no damage is found, the security deposit will be promptly returned to the departing tenants less any cleaning.

If I want to sell my property can Front Porch help?

Yes! The Charlie Wills Team is a leading Real Estate team with First Weber Inc.

How are rental collections handled?

Our collections policies are as follows:

- Rent is due on the 1st of each month via ACH auto draw and considered late on the 5th day after rents are due.
- All tenants who have not paid by the 2nd day of the month receive a first notice, a demand for payment. These notices are sent out on the 2nd or 3rd of the month (weekends excluded). We also attempt to reach them by phone.
- Any tenants who have not remitted their payment or worked out additional terms by the 6th (weekends excluded) will be served the legal prerequisite paperwork between the 7th and 9th of the month in order to file an eviction against them.
- Dane County requires a 15 day notice before submitting to the attorney for eviction.

NOTE: All of the above actions are **provided at no additional cost to you** as a service provided by **Front Porch**. Although Front Porch carefully screens all prospective tenants, occasionally financial hardships do arise which require our prompt collections attention. Should it be necessary to file an eviction, the following steps will be performed in addition to the previously listed items:

- All paperwork including (but not limited to) copies of the lease and our notices served upon the tenants are forwarded to a law firm around the 15th of the month (or sooner if you request – must be at least after the 10th).
- They proceed immediately in filing the eviction action. (Most evictions are settled with the tenant paying all costs incurred and remaining in the property. However, should it be necessary to proceed with the eviction, we will completely handle this issue for you as well. All billings will be forwarded to the tenant for collection; however, should this amount be deemed uncollectible, you will be liable to reimburse Front Porch.

NOTE: If you are employing our services, but place a tenant yourself and that tenant becomes delinquent, we still offer assistance with eviction proceedings. A one-time fee (to be determined) plus court costs, legal fees and the cost associated with our time and court participation will be charged.

Do you guarantee the tenants you place in my rental home?

Yes. We provide our property management customers with the following guarantee:

- Should any tenants we place in your rental property move out breaking their lease (for any reason) during the first 6 months of their lease, we will re-rent your property to new tenants for FREE by waiving our normal leasing fee (excluding advertising costs).
- Should a tenant move out breaking their lease AFTER the first 6 months, we will reduce and pro-rate our normal leasing fee to you.

At Front Porch you will never pay two full leasing fees in the same 12-month period.

Are you the cheapest company in town?

Probably not. It seems there is a new property management company starting out every day, trying to beat everyone else's prices. We do not mark up any services and provide a high level of service. We interact with all of our clients and tenants.

No other residential property management company in Wisconsin offers all of our combined marketing services including:

- Developing personal relationships with our customers.
- Cell phone dispatched management.
- Full time career property managers.
- Our careful tenant selection process.
- Our proven ***Rental Marketing Plan***.
- Weekly home inspections, when vacant.
- Our leasing fee/tenant guarantee.
- Our fast rent processing policy.
- Properties shown by appointment 7 days a week.

Why should I choose Front Porch - Property Management?

In a word, "Experience". Our customers know that, "Our people make the difference".

We believe that the key to our success is in the personal relationships that we have developed with our customers over the past 17 years. We are here to serve you and your tenants.

