



WELCOME TO WEST USA PROPERTY MANAGEMENT

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Our goal at West USA Realty is to ensure that you have a responsible and trustworthy Tenant in your property as soon as possible. Applicants are screened by verifying employment history, utilizing credit reports, criminal background checks, and rental history.

Our experience, expertise, and market research have proven that listing your property with the Multiple Listing Service (MLS) and multiple websites are the most productive way to market your property. We will also install a yard sign and lockbox on the property for maximum exposure.

To show appreciation of repeat business to an Owner of multiple properties, the following incentive program has been implemented for billing of management fees:

- 1-4 properties = \$100/month
- 5+ properties = Call for Monthly Special

The appropriate management fee will be deducted from the rent payment received from the Tenant each month; the balance of the rent payment will be sent to you.

Attached is a list of Frequently Asked Questions and Answers to provide you a brief summary of the services we provide. If you have any other questions or concerns regarding our services, please do not hesitate to contact our office. Ours hours are Monday – Friday, 9:00 AM – 5:00 PM (Mountain Standard Time) and Saturdays and Sundays by Appointment Only.

To begin using our services, we simply ask that you sign a Property Management Agreement outlining our responsibilities to you, as well as your responsibilities as an Owner of a managed property. This agreement will be sent to you via email, fax and/or USPS mail and will need to be signed and returned to us within two (2) business days. Without the signed agreement, we will not be able to start advertising or managing your property.

We look forward to a long-term relationship with you as your Property Management of choice. We will treat your investment property as if it was our *home*.

Sincerely,

Jessie Collier
West USA Realty Property Management

Frequently Asked Questions and Answers

Q: How long after closing will it take for a Tenant to be placed in my property?

A: Our goal is to have a qualified Tenant move-in to your property as soon as possible. Unfortunately, we are unable to guarantee an exact time frame. We can, however, guarantee that we are 100% dedicated to placing a qualified Tenant in your property and will do whatever it takes to minimize the time your property is vacant.

Q: Am I involved in the applicant screening process?

A: Applicant screening is part of the service we provide you. We will order the credit, criminal and eviction checks based on the Tenant's Application. We will contact you once these are obtained and go over everything with you. Please be assured that we will keep you informed every step of the way.

Q: What costs are involved in the maintenance of my property before Tenants are in place?

A: To maintain the curb appeal of your house, we recommend that you hire a landscaping care service to maintain the front and backyards a minimum of twice a month in the summer, and once a month in the spring, fall and winter. If your property has a pool, we also recommend that you hire a professional pool service to maintain it. We will be glad to give you some references for our contractors.

Q: Am I responsible for utilities when the property is vacant?

A: Utility services MUST be turned on when the property is vacant.

You will not be responsible for payment of utility services during the time the property is occupied. If the Tenant fails to pay for services, their services will be disconnected. Please note, however, that there are some cities/companies that will charge the Owner of the property for any unpaid balances.

Q: What costs are involved in the placement of a Tenant?

A: West USA Realty charges the following fees for the placement of a Tenant:

1. Set-Up Fee: There is one-time set-up fee of \$10.00 for setting up your account in the system. Additional fees for registration of required state/city licenses may apply.

2. Reserves: There is a required \$100.00 reserve in your Operating Account if the property has a Home Warranty Policy. If there is not one, the reserve is \$500.00.

3. Commission: This fee is equal to seven percent (7%) of the Total Gross Rents as stated in the Lease Agreement. For example, if the Tenant signs a one year lease with a rent of \$1,000.00/month, then the commission is \$840.00

$$\$1,000.00/\text{month} \times 12 \text{ months} = \$12,000 \times .07 = \$840.00$$

THE SET-UP FEE AND RESERVES ARE DUE AT TIME THE PROPERTY MANAGEMENT AGREEMENT IS SIGNED. WE WILL NOT START ADVERTISING YOUR PROPERTY UNTIL FUNDS ARE RECEIVED. The commission is not collected until a Tenant is placed in your property. We will simply take the commission amount from the first month's rent and send any remainder to you within **five (5) business days** after the move-in date. However, if the first month's rent is not enough to pay the commission, you will need to send us a check for the balance IMMEDIATELY.

Q: Is it possible to receive the monthly rent payments on a specific calendar day?

A: All rents are due on the first of each month and late on the second. We have no control of when the "first of the month" falls on the calendar nor when the Tenant pays their rent. In addition, we have to wait for the Tenant's check to clear the bank before the Owner's check can be issued. Therefore, it is not possible for us to guarantee that you will receive your check in the mail by a specific date.

In the unfortunate event a Tenant's check is returned/not honored by the bank, we will not be able to mail payment to you until we collect funds from the Tenant to satisfy the returned check and all applicable fees.

Q: What happens if my Tenant pays rent late?

A: When a Tenant pays rent late, which per the lease is after the 2nd day of the month, a late fee is assessed to the account. We will contact the tenant by phone and/or email to inquire about the status of the payment, followed by the mailing of a 5-Day Notice to Pay or Vacate via Certified Mail. We will also notify you via email of the tenant's delinquency.

If a tenant fails to satisfy the full balance due, to include the applicable late fee, by the 10th day of the month, we initiate the eviction process by contacting an attorney. In the state of Arizona, the eviction process can last approximately 30 days. Once the attorney files the paperwork with the court, a hearing will be set which may take one to two weeks from filing. At the court hearing, the judge will give the Tenants another five (5) days from the date of the hearing to either pay the full balance due or vacate the property. We do not negotiate payment of rent and fees with the Tenant without your authorization. Furthermore, we will never cancel an eviction without receipt of all monies due on the account, including applicable legal fees, from the Tenant without your authorization.

The Security Deposit paid by the Tenant at move in will be applied to any unpaid balances, to include legal fees, on the account at the time of move out. It is the responsibility of the Owner to pay for any unpaid balances due to the attorney that exceed the Security Deposit within fourteen (14) days of the invoice date. Furthermore, after the eviction process, it is the Owner's obligation to collect any unpaid rent/balances from the Tenant by use of a collection agency or any other method permitted by law.

Q: Do I receive the deposits paid by the Tenant at move in?

A: It is the policy of West USA Realty. that any monies paid by a Tenant for Security, Cleaning, Pet and any other deposits will be deposited and held in a non-interest bearing Escrow/Trust Account. Given such, the deposit will not be mailed to you; it will be held in an Escrow/Trust Account until the Tenant moves out. If the Tenant satisfies the lease, does not owe any monies, and did not cause any damages to the property at the time of move out, then their deposits will be fully refunded to them within **14 business days**. If the Tenant moves out with a balance due on the account or caused damages to the unit, the deposit will be applied to the balance due and/or repair costs and any remainder will be mailed to the Tenant.

Q: If the Tenant has a warranty/maintenance issue, how is this handled?

A: The Tenants are informed to contact our office to report any warranty/maintenance issues. Our priority is to have the warranty/maintenance issue resolved in a timely manner. If the property is under the builder's warranty, a repair request is submitted directly to them.

In the event a non-warranty issue is reported, we will contact a contractor to provide you an estimate for the repair. Payment will need to be paid at the time of service via your credit card or from your reserves. Failure to remit payment may result in the deduction of the repair costs from your next payment for the property, plus a \$25.00 service/convenience fee.

In case of an emergency and we are unable to reach you, we will perform the necessary repairs to avoid any further damage to the property. We will provide you a copy of the invoice and payment will need to be remitted as outlined above.

Q: What happens when my Tenant moves out, eviction or not, and the property need to be prepared for a new Tenant?

A: Your Property Manager will conduct a move out inspection of the property to determine the costs of painting, carpet cleaning, damages, etc. This estimate will be emailed and/or faxed to you within five (5) days of the tenant's move out. Your written approval is required to begin the repairs. Please keep in mind that the sooner repairs are completed, the sooner a Tenant can be placed in your property.

If the Tenant paid a deposit, the available amount of the deposit will be applied to the balance due to cover the expense of the repairs. Any remaining balance will be directly billed to you; payment will be required within **fourteen (14) days**.

Utilities: It is common for Tenants to have the utilities disconnected when they move out. It is your responsibility to ensure the utilities are restored in order for any repairs to be completed.

Q: Will I be charged a fee if the Tenant renews their Lease?

A: Yes, there is a Flat Fee of \$250.00 for processing the new Lease Agreement.



**SAMPLE DISBUREMENT UPON TENANT MOVE-IN
(12 MONTH LEASE @ \$1,000/MONTH WITH 2% RENTAL TAX)**

TENANT'S DEPOSITS:

SECURITY DEPOSIT:	\$1,000.00	CLEANING DEPOSIT:	\$ 250.00
PET DEPOSIT:	\$ 250.00 (NON-REFUNDABLE)	INITIAL RENT W/ TAX	\$1,020.00 (\$1,000.00 Rent + \$20.00 Tax)
TOTAL CHECK FROM TENANT: \$2,520.00			

AMOUNT HELD BY PROPERTY SOURCE INC IN BROKER'S TRUST ACCOUNT:

SECURITY DEPOSIT:	\$1,000.00	CLEANING DEPOSIT:	\$ 250.00
TOTAL AMOUNT HELD: \$1,250.00			

DISBURSALS

CHECK #1:	\$ 100.00	MANAGEMENT FEE
CHECK #2:	\$ 10.00	SET-UP FEE
CHECK #3:	\$ 20.00	TRANSACTION PRIVILEGE TAX (TPT OR RENTAL TAX)
CHECK #4:	\$ 840.00	LEASING FEE
CHECK #5:	\$ 300.00	LANDLORD*

* LANDLORD MAY OR MAY NOT GET A CHECK THE FIRST MONTH THE TENANT MOVES IN. IT DEPENDS ON HOW MUCH RENT IS COLLECTED ON THE FIRST MONTH.