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### OUR PROPERTY MANAGEMENT SERVICES

- 1) We will establish your property's fair market rental value in today's market.
- 2) We will inspect each property and recommend needed repairs, offer suggestions to maximize your property's rental amount, and explain needed changes to enhance its marketability and to reduce your exposure to liability.
- 3) Phillips Real Estate handles all advertising, promotion, and showing of your property. We utilize "State of Art" internet and World Wide Web portals as well as conventional media formats. Your property will have its own unique "Domain Address – [www.123mainst.com](http://www.123mainst.com) and be accessible to tenant prospects not only locally, but worldwide. Prospective tenants will be able to view the property via a "Walking Virtual Tour" 24/7.
- 4) All tenant inquiries will be handled through our office. You will not be disturbed!
- 5) Phillips Real Estate has extensive experience and success in judging the quality of tenant applicants. We conduct thorough personal reference checks including verifying information from prior landlords and employers. Current and past credit references are verified through a nationwide credit bureau database. It includes checking credit history, public records for bankruptcies, judgments, liens and bank references.
- 6) Since we will be dealing with these tenants on a day to day basis, we are very selective and seek outstanding tenants for your property.
- 7) We go over the lease in detail with the tenants so that they understand every aspect of the contract what's expected from them in leasing your property. We will secure the tenants written approval of any house rules or required homeowner association documents.
- 8) Our rent collection policies are simple; we provide a safe, clean environment and we expect the tenant to pay the rent promptly. We'll take quick action should delinquencies occur. You will be spared the uncomfortable and time consuming process of collecting past due rent.
- 9) When repairs are necessary - we are available, **so you don't have to be!** We will handle all those "nuisance" calls that come from tenants at all hours.
- 10) We deal with tenant disputes regarding rental payments or security deposit refunds and will represent you in Small Claims Court if ever necessary.
- 11) We keep accurate files and histories on all tenants which are available to you online.
- 12) Our accounting and record keeping systems are computerized with state-of-the-art software and hardware for accuracy and efficiency.
- 13) We'll collect the rents, make deposits into your account or forward the check to you, along with any authorized expenditures for the month.
- 14) You receive detailed monthly and yearly income and expense statements for your annual tax preparation.
- 15) An initial inspection is done with each tenant's move-in and move-out. You'll receive a "Virtual Inspection Tour" of the interior and exterior of your property each year.