



# Property Management

## INVESTORS

**We can help you build your real estate portfolio. Our firm have extensive experience with managing and helping investors choose the right investment.**

**We can help you manage your real estate investment from A to Z..**

**Building a portfolio requires careful planning and research at every stage of the process. We play a crucial role in helping investors build and grow their real estate portfolios by providing expertise, access to off-market properties, and valuable support throughout the investment journey.**

**We have the knowledge and experience to help you succeed.**

### Highlight Scope of Services we offer:

- Choosing the right property (location and condition)
- AppFolio software accurate record keeping.
- Market Analysis
- Evaluation of market and costs
- Monthly operating costs
- Reliable maintenance team
- Coordinate repairs
- Efficient tenant screening
- Evictions process
- Annual financial statement for the property (ROI)
- Continue education for rules NRS and resolution enforcement
- State of the Art Marketing over 200 websites



AppFolio is the leading software for property management accurate record keeping for all sides of the transaction from owners, residents, vendors, and property managers. This enables us to provide you with a wide range of detailed reports that will better enable you to track the performance of your investment.



## Marketing

State-of-the-Art Internet Marketing. Each property is featured in the MLS and on our website with photos, detailed descriptions and driving directions.

Rental properties are marketed on over 200 syndicated rental websites.

From Appfolio, MLS, Zillow, Redfin to many more.



## Overview of Services

**1. Experiences and Knowledge** Our team has over 18 years of property management. Team's biggest strength is that all team members are trained in their field. We stay current on market trends, the cutting edge of industry technology and continually strive to refine and improve our processes. This assures that we are up to date on current laws and can better provide our owners with the highest level of professional details needed to handle their Real Estate Portfolio in their best interest.

**2. Management Fees** AMR utilizes a scaled property management fee rate according to the scope of service requested. We discuss the level of service required and price our rates accordingly. We are very competitively priced, and we provide great value. Bottom line, we look for win-win pricing solutions combined with excellent service that delights our clients. Other fees may include:

### PLEASE CALL FOR PRICING

**3. Efficiency** through AppFolio Property Management Software. AppFolio software is a cost-saving tool for the rental investor owner. It provides accurate, efficient tracking of rents collected, late rents, vacancies, maintenance costs, and more.

**4. Owner Payments and Statements** Owners are paid electronically by direct deposit or by mail, if preferred. Funds are disbursed on the 12th of each month, or the prior business day if that day falls on a weekend.

Each owner has a secure portal on our website with relevant account information which includes photo evaluations of the property and downloadable copies of the management agreement, resident's lease, monthly and financial reports. Owners receive a financial summary at year-end for tax preparation.

**5. State-of-the-Art Internet Marketing** Each property is featured in the MLS and on our website with photos, detailed descriptions and driving directions. Rental properties are marketed on over 100 syndicated rental websites. Resident applicants submit rental applications online or in person.

**6. Comprehensive Resident Screening & Qualification** One of the most powerful ways to reduce late rent, problem residents and evictions is through proactive resident screening. All prospective residents will be screened using a resident screening program. The screening is one of the most comprehensive in the nation, including eviction, criminal, rental, credit, work history and more.

**7. Rent Collection and Evictions:** Residents may pay rent by U.S. postal mail, electronic check, credit or debit cards, or in person. We insist on timely rent payment from residents. We act promptly when rent is not paid. When necessary, we also will handle the entire eviction process.

**8. Communication:** Available by telephone, email, or personal appointments our team is always ready to assist you. Account information is always available on your personal Owner Web Portal, at: [https://amrealty.appfolio.com/oportal/users/log\\_in](https://amrealty.appfolio.com/oportal/users/log_in)  
EMAIL: [info@amrealtyvegas.com](mailto:info@amrealtyvegas.com)  
Text or call: 702-518-2151

**9. Experienced Maintenance Service,** repairs and other services are performed by our Maintenance Division or preferred vendors. Our team's Property Management Specialist monitors the work of vendors and can implement preventative maintenance programs. We monitor an emergency maintenance hotline 24 hours/7 days a week.

**10. Detailed Property Evaluations** We provide a walk thru inspection during resident move ins/move outs, including photos of your property; and we can provide special inspection services for tenancies with pets occupying a property, periodic property condition and preventive maintenance evaluations.

### **11. Real Estate Investment Property & Owner Feedback:**

We have the experience & our Real Estate team can provide you with feedback about how to evaluate potential rental areas, how to invest in rental properties, how to prepare your property for rent, and we provide MLS data that assists you in understanding the current market rents.

**12. Owner Friendly Management Agreement:** We utilize an easy to read, and understandable Property Management Agreement (PMA). It's a standard industry issue, but we tailor it to the specific requirements of our clients.

## Your Home is Our Priority

A big part of success in real estate, and in business in general, means forming the right types of alliances. Alliances increase strategic positioning and are used as a method to increase strengths, helping those parties involved reach their goals more efficiently and at a much quicker pace. At AMR, we are committed to this philosophy. In fact, we built our name on it.

### Managing your Asset (s)

- Maintain a 24-hour emergency maintenance telephone / action procedure
- Maintain a relationship with building/home inspector
- Oversee maintenance bill-paying system
- Produce work orders/Issue invoices
- Pay vendors/copy owner
- Maintain keys / re-key for access to property
- Notify owner of all maintenance issues
- Coordinate repairs and complete follow-ups
- Manage property inspections/evaluations
- Maintain maintenance staff
- Maintain a pool of vendors
- Bookkeeping
- Maintain maintenance tracking with all outstanding repair or maintenance orders
- Maintain a system of audit, approving vendor invoices
- Maintenance survey after work order is completed
- Nuisance maintenance calls
- Manage landscaping
- Manage habitability issues
- Maintain contractor invoices for 3 years
- Manage General Liability insurance for all vendors
- Manage Worker's Comp insurance records
- Maintain all utilities
- Follow up with HOA violations and regulations

### Preparing to rent the property.

When prospective tenants view your vacancy, AMR wants the property to look its best since it will compete with other area rentals. AMR completes a property maintenance report and rental market survey. The AMR management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Before AMR will market a home, the following requirements must be met:

- All of the owner's personal belongings must be removed. The garage, attic and other storage areas must be clear.
- Whole house must be professionally cleaned ( carpets too)
- All interior paint must either be freshly painted or appear freshly painted.
- All major systems must be operating (electrical, plumbing, gas, HVAC).
- All appliances included in advertising must be installed and in operating condition.
- All utilities must be turned on, while the property is vacant and being shown
- Locks on all exterior doors must be keyed to the same key.
- Landscaping must be in good condition.
- Missing/burned out light bulbs must be replaced.

Tenants who rent with AMR expect to take possession of a property that is ready to be lived in. AMR is committed to delivering to tenants what we promise: a property that is move-in ready.

# Scope of Service Tenant Procurement -

## Leasing the Property

- Prep property for rental market
- Run potential residents' applications
- Prepare and execute documents for leasing
- Provide a market analysis for the property Set the rent
- Inspection Reports (Move-Out, Property Onboarding)
- Address rent-ready issues install lockboxes.
- Take, or coordinate professional, listing pictures
- Design marketing flyers
- Post web-based advertising Multiple Listing Service, And other internet sites!
- Maintain call center and leasing agents
- Coordinate showings
- Process applications
- Run background checks
- Negotiate Lease Terms
- Negotiate contingencies
- Prepare Lease Documents
- Lease Signing Interview, Lease Execution
- Collect the security deposit
- Schedule a pre-move-in wipe down
- Manage the Move-In Evaluations
- Schedule Key delivery
- Make sure all required documents are on file



## Managing the Resident

- Enforce the terms of the lease
- Manage lockouts
- Address unauthorized pets
- Follow up on HOA complaints
- Responding to and sending letters when violations occur
- Follow up on neighbor complaints
- Answer resident concerns/complaints
- Maintain letters process for documenting tenant violations
- Rent Collections
- Maintain rent payment options
- Provide automatic internet rent payment system
- Maintain direct deposits for tenants via ACH
- Maintain tenant payment ledgers and outstanding balances
- Deal with bounced checks & ACH
- Preparing and executing consent orders
- Manage Eviction Services - File
- Coordinate evictions with constable
- NSF rent checks
- Negotiating lease extensions/renewals Tenant Relations
- Manage late payment notices
- Lease administration; renewal tracking and processing
- Monitor skips and abandonments during eviction process
- Periodic property evaluations
- Receive keys and remotes from Tenant
- Oversee removal of all belongings and schedule trash outs as necessary
- Mitigate tenant damages
- Security deposit reconciliation and distribution procedures

**“When you choose AM REALTY, you can expect expert guidance and professional management services for all of your real estate investments. Our perspective is to always conduct business in the best interest of our clients.”**

