



# *Property Owner Package*

## *Contents*

### ***1. CONTACT INFO***

Important contact information, business hours, online login and report access.

### ***2. PROPERTY MANAGEMENT SERVICES***

We offer vast range of services ensure that you and your property are taken care of properly. Take a look at the services offered through Rent Solutions Property Management.

### ***3. PROPERTY MANAGEMENT FAQ***

This section contains some answers to our most commonly asked questions for our Property Management Services.

### ***4. QUALIFYING CRITERIA***

Rent Solutions Property Management requires all residents to meet this Rental Criteria.

### ***Property Management and Maintenance***

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Ralph Corigliano is our Property Management Director. Any questions or concerns should be directed to him.

**Business Hours:** Monday through Friday - 9:00am to 5:00pm.  
Saturday and Sunday - By Appointment Only

**Property Manager:** Ralph Corigliano.  
(813) 380-8057 Cell  
ralphc@rentsolutions.com

**Accounting:** Myra Torres  
(813) 379-2492 Direct  
accounting@rentsolutions.com

### ***Leasing Agents***

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Our available listings are shown by our team of dedicated Rent Solutions Rental Specialists.

**Business Hours:** Monday through Friday - 9:00am to 5:30pm.  
Saturday and Sunday - By Appointment Only

**Contact:** (813) 579-5597 Office  
support@rentsolutions.com

## *A Full Service Property Management Company*

Our experienced and professional staff and our vast range of services ensure that you and your property are taken care of properly. Trust your investment to a local manager with the necessary abilities, systems, integrity, industry knowledge and expertise.

- Marketing Services
- Tenant Referral and Screening
- Accounting Services
- Communication
- Maintenance Services
- Special Services

### *Marketing Services*

Your investment deserves more than just collecting the rent. Great marketing is key to filling vacancies quickly in the current market. Our property management marketing services are simply unmatched and unprecedented. With a vast referral network, print, web, lead management and extensive use of other media, we utilize many creative ways to market every property.

### *Dedicated Rental Specialists*

Our Rent Solutions rental specialists answer hundreds of phone inquiries and Internet requests every day. These and all prospects who visit our office have access to the most comprehensive and updated information they need to find the rental property that they are looking for, whether it is color photos, keys, driving directions or any other customer service.

### *Realtors and Keller Williams*

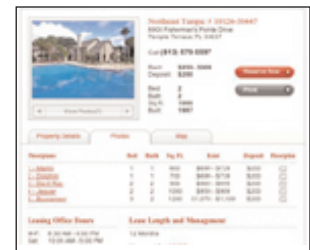
As a member of the local Board of Realtors, our listings are featured in the Multiple Listing Service (MLS) where all the member real estate professionals readily find the information they need for their customers. Thousands of local Realtors have access to our listings and can show our vacancies, through the use of lock boxes. All showings are scheduled and tracked online, and comprehensive showing reporting is made available to the property owners. As Keller Williams affiliates, our properties are also aggressively marketed to local Keller Williams agents.

### *Corporate Housing and Special Programs*

Rent Solutions provides Corporate Housing, Short-Term Leasing Services and Rent-to-Own Programs. Owners have the option of including their property in any of these programs.

### *Major Employers*

Through our Mover's Advantage Program, we provide preferred employers with a bundled suite of moving and real estate related services. Our listings receive exclusive exposure to thousands of local employees.



### **Sample Listing:**

To view a sample listing on Rent Solutions visit:

[www.rentsolutions.com/landlords.php](http://www.rentsolutions.com/landlords.php)

**Internet Exposure**

Properties are featured in [www.rentsolutions.com](http://www.rentsolutions.com), as well as many other highly trafficked websites including [realtor.com](http://realtor.com), [move.com](http://move.com), [hotpads.com](http://hotpads.com), [kijiji.com](http://kijiji.com), [allspaces.com](http://allspaces.com), [oodle.com](http://oodle.com), [googlebase.com](http://googlebase.com), [craigslist.org](http://craigslist.org), [lycos.com](http://lycos.com), [vast.com](http://vast.com), [route121.com](http://route121.com), [local.com](http://local.com), [backpage.com](http://backpage.com) and [showmetherent.com](http://showmetherent.com). Our Listings are automatically displayed on 15+ websites:

**Search Engines**

Rent Solutions websites are featured on over 15 search engines including google, excite, yahoo, netscape, msn, ask, webcrawler, metacrawler, kanoodle, lycos, earthlink, infospace, miva, aol and altavista. Our websites are featured on 15+ major Search Engines:

**Flyers, Brochures and Signs**

Every 2-3 weeks, we send an online vacancy flyer to more than 14,000 licensed agents and prospects in the area. We will place a Rent Solutions “For Rent” sign on properties unless prohibited.

## ***Tenant Referral and Screening***

We offer a dedicated team of rental property experts committed to providing quality renters for your property. We pride ourselves in renting to qualified tenants only, thus minimizing or eliminating problems down the line.

### ***Tenant Referral***

We provide free professional, one-on-one service to apartment seekers and renters. Our personal service, interactive web tools, free research and information, and extensive database of properties, developments, and apartment communities result in large numbers of renters finding the right properties through Rent Solutions on a daily basis. Our client sources include:

- Internet leads through search engine-driven website portals.
- We provide dedicated personalized rental locating and moving services to area employees through established relationships with major corporations and employment service providers.
- Clients also include professionals in training through our relationships with major educational institutions.
- Thousands of prospects respond to our widespread advertisements on specific properties.
- Numerous referrals from other Real Estate professionals through our affiliation with Keller Williams, the local Board of Realtors and the local Apartment Association, among others.

Our business structure allows the powerful synergy between the locating services and the property management services by generating large numbers of customers, on the locator side, as well as product, on the property management side, each benefiting the other.

### ***Tenant Screening***

Rent Solutions screens every applicant thoroughly to minimize tenant problems. A comprehensive report is run which includes:

- Credit history
- National criminal background check
- National eviction search and residence history
- Employment history and verification

In addition, we verify income of at least 3 times the rental rate. The entire report is thoroughly reviewed and qualified by the Property Manager.

### **Online Document Center**

*Our online Document Center contains several documents that we use to efficiently communicate and process many of the necessary transactions for the rentals that we manage.*

#### **Owner Documents:**

- Residential Property Management Agreement
- Rental Data Entry Form
- Lead Disclosure
- Mold Disclosure
- Lock Box Addendum
- Request for Taxpayer ID#

#### **Renter Documents:**

- Application
- Binder Deposit Agreement
- Lease Agreement
- Mold Disclosure
- Lead Disclosure
- Pet Addendum
- Rental Property Information & Inventory
- Move-in & Move-out
- Resident Selection Criteria
- Instructions for Paying Rent

#### **Accessing Documents:**

*You can visit our online Document Center at:*

*[http://rentsolutions.com/management\\_docs.php](http://rentsolutions.com/management_docs.php)*

## *Accounting Services*

Our accounting services are supported on state-of-the-art computerized systems that allow us to optimize income and expense management. Our processes ensure that we collect what you are owed each month, groups payments into bank deposits, print deposit slips, and indicate when the money has been deposited in the bank. We also provide our property owners online access with up-to-date visibility in to the collection of their income, statements and investment portfolio's performance..

### *Income Management*

- Faster payment processing means accelerated collection of property income for our property owners.
- Automatic calculation and enforcement of late fees maximizes property income.
- Ability for owners to easily gauge the effectiveness of our collection.
- Standard tenant notices and statements to communicate with your tenants in a professional manner.
- On-demand reports are also available.

### *Rent Collection*

- All rents are due on the 1st of the month and are late on the 5th.
- First notices are given on the 5th. Three day notices are posted on the 10th.
- Court cases are initiated against all delinquent residents on the 15th.
- We work directly with a specialized real estate attorney that handles evictions efficiently.

### *Expense Management*

Controlling property expenses is one of our critical responsibilities. Our systems enable us to efficiently track bills, interactions with vendors, ensure bills get paid for the right amount on time, every time. All vendor information, bills, bill payments, conversation notes, and even scanned copies of documents are available in one secure, shared location. This results in:

- Controlled property expenses through appropriate visibility of historical bills.
- Elimination of costly errors resulting from paying vendors for duplicate bills.
- Avoidance of overdrawing property accounts by viewing portfolio income when paying bills.
- Proper use of operating reserves when paying bills.

Our itemized monthly and annual operating statements consolidate a variety of information for easy review as well as income tax preparation.

The image shows a screenshot of a 'Sample Owner Statement' from Rentsolutions. It includes a header with the company name and address, followed by a table of financial data. The table has columns for 'Description', 'Amount', and 'Balance'. The data includes items like 'Rent Received', 'Late Fees', and 'Expenses'. At the bottom, there is a summary section with 'Total' and 'Balance' fields.

### **Sample Report:**

To view a sample Owner Report visit:

[www.rentsolutions.com/management\\_accounting.php](http://www.rentsolutions.com/management_accounting.php)

### *Monthly Disbursements*

- We disburse funds once each month.
- Owners are mailed checks on the 15th of each month.
- Direct deposit is available to banks in the local area.
- Monthly statements are emailed or mailed to property owners at this time.

### *Communication*

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We are committed to prompt, thorough, and professional communication at all levels:

- We use voice, electronic and written communications extensively.
- Staff members are available via office phones, cell phones and email.
- Our monthly statements are designed to keep our clients well informed.
- Our listings provide interactive tools online for Real Estate Agents to make it easy for them to show your vacant properties. They obtain quick access to all the information they need and can schedule showings on the spot. We also make detailed reports available to the property owner so you can oversee and follow the activities that we put in place to fill your vacancy in the shortest time possible. Through these reports, we keep you informed about all aspects of every showing, including: the prospect, date and time, any special circumstances and even include what people are saying about your property.
- We also deliver these over e-mail for your convenience.
- Technology is integrated throughout our company. With the use of networked workstations, online digital photos, online archived files, wireless and Internet capabilities, customized property management systems and comprehensive training, a variety of staff members can generally answer most questions quickly and completely.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.

### *Maintenance Services*

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Rent Solutions Property Management strives to minimize inconvenience and cost: to any of our residents or property owners. We maintain extensive in-house and sub-contractor relationships year-round for all types of building repairs. Our switchboard is answered 24 hours a day. For non-emergencies maintenance, you can submit a maintenance request on-line.

- Rent Solutions Property Management evaluates and selects vendors for all maintenance needs including lawn care, pool care, cleaning, painting and repairs. We check the work and pay invoices - with no mark up – out of rental income.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.

- We look after each property, handle all maintenance and repairs in the best interest of the owner.
- We take all maintenance problems at heart and will work to correct them as quickly as possible.

Please remember to always report life-threatening or serious emergencies (such as a fire or flood) to 911 first.

### ***Special Services***

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We furnish custom management services to Home Owner Associations, Condo Associations and other local clients. How can we help you?

## *Frequently Asked Questions*

Below are some answers to our most commonly asked questions for our Property Management Services.

### *Marketing Services*

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#### **What is your Service Area?**

- Rent Solutions manages properties throughout the Tampa Bay area and we are particularly adept at renting properties within a 10 mile radius of our office at Buschwood Park Drive.

#### **How does Rent Solutions Property Services market vacancies?**

- With a vast referral network, print, web, lead management and extensive use of other media, we utilize many creative ways to market every property. [Learn More](#)

#### **What are Rent Solutions Property Services normal management fees?**

- Our leasing fees are one full month's rent which is not due until we rent your property.
- Monthly management fees are 10% of the rental amount.

#### **Can Rent Solutions Property Services sell my rental house, condo or apartment?**

- Absolutely! Our offices are located within the Keller Williams Tampa Properties office in Carrollwood, our affiliated business, where we have direct access to some of the area's top Real Estate Sales Specialists. In addition, as a member of the local Board of Realtors, our listings are featured in the Multiple Listing Service (MLS) where all the member real estate professionals readily find the information they need for their customers. Thousands of local Realtors have access to our listings and can show our properties, through the use of lock boxes. All showings are scheduled and tracked online, and comprehensive showing reporting is made available to the property owners.

### *Tenant Referral*

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#### **How much rent can I get for my house/condo/duplex/apartment?**

- Rental rates are directly related to competing units in the immediate area.
- We will be glad to assist with this by calling (813) 579-5597 or online at [http://www.rentsolutions.com/management\\_inquiry.php](http://www.rentsolutions.com/management_inquiry.php)

## ***Tenant Screening***

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### **Does an owner have to accept pets?**

- No.
- Our Property Investment Manager can give you more complete information about what competing properties may or may not allow as well as special terms that we may wish to add to any lease where a pet is involved.

### **How does Rent Solutions Property Services screen prospective residents?**

- Rent Solutions screens every applicant thoroughly to minimize tenant problems. A comprehensive report is run which includes:
  - Credit history
  - National criminal background check
  - National eviction search and residence history
  - Employment history and verification
- In addition, we verify income of at least 3 times the rental rate. The entire report is thoroughly reviewed and qualified by the Property Manager.

## ***Accounting***

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### **What are Rent Solutions Property Services Collection Procedures?**

- All rents are due on the 1st of the month and are late on the 5th.
- First notices are given on the 5th. Three day notices are posted on the 10th.
- Court cases are initiated against all delinquent residents on the 15th.
- We work directly with a specialized real estate attorney that handles evictions efficiently.

### **When does an owner get his/her check?**

- We disburse funds once each month.
- Owners are mailed checks on the 15th of each month.
- Direct deposit is available to banks in the local area.
- Monthly statements are emailed or mailed to property owners at this time.

### **Who holds the Security Deposit(s)?**

- Florida Statutes require that security deposits be held separately from other funds. Rent Solutions Property Management holds security deposits in a unique escrow bank account.

- Security deposits are disbursed only when a tenant vacates a residence and may only be disbursed to either the tenant or the property owner.

## *Maintenance*

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### **How is maintenance handled?**

- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.
- We look after each property, handle all maintenance and repairs in the best interest of the owner.
- We take all maintenance problems at heart and will work to correct them as quickly as possible.

## ***Residential Rental Criteria***

It is Rent Solutions policy to actively pursue and offer equal housing for all persons regardless of race, color, religion, sex, national origin, handicap or familial status. Rent Solutions Property Management requires all residents to meet the following Rental Criteria:

### ***Policies***

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All persons leasing an apartment must be of legal age to sign a contract. Applicant must be 18 years or older or an emancipated minor. An emancipated minor is a person less than 18 years of age who is or has been married, is on active military duty or has a court-issued emancipation order. All applicants 18 years and older must be included as a leaseholder.

A credit report will be processed on all applicants to verify account credit ratings. Rent Solutions utilizes an independent credit screening company where income plus verified credit history will be entered into a credit scoring model to determine rental eligibility.

Unfavorable accounts which may negatively influence this score include, but are not limited to, collections, charge-offs, repossession, and current or recent delinquency.

Rent Solutions also performs verification of identification, rental history and income/employment history for each applicant. A satisfactory criminal background check of all prospective occupants 18 years and older and an eviction check of each applicant must be completed before final approval consideration is given. Additional deposits may be required for and Accept with Conditions Credit Recommendations, as specified in this document.

### ***Applicants with little or no credit history***

In such cases, additional identification and credit/income Verification standards must be met. If these criteria are met, an additional deposit will be required. If an applicant receives an Accept with Conditions Credit Recommendation due to a "High Risk Collection" result, only the Department Manager or property Owner may approve with sufficient proof that this apartment related collection has been satisfied.

If there are two or more applicants, a joint credit report will be run. Joint reports weigh the combinations of income and risk amounts, or the aggregate score, of all the applicants' ability to pay the total rent.

Income Verification or other approved documentation is required prior to move-in by providing Rent Solutions two consecutive pay stubs from the last 60 days or a signed, verifiable offer letter on employer letterhead stating starting salary, start

date and terms of employment (ie: full-time, length of contract, etc). The income to rent ratio must be 3 to 1 to qualify.

***Applicants without an Established Credit and/or Rental History Policy***

Applicants who have not yet established credit and/or rental history can be accepted provided applicant obtains a qualified co-signer/guarantor.

For a person who has not yet established a credit file, or has very little credit on file the following items are required to verify identification and credit-worthiness, and an additional deposit or a co-signer may be required:

- **Identification:** Two of the following: Passport, government-issued ID card, Driver's License
- **Credit/Income Verification:** Employment offer letter stating term of employment, starting salary and a bank statement, foreign or domestic and a bank statement (foreign or domestic) showing funds in the entire amount of the lease obligation  
OR  
A Letter of Credit in the amount of the entire lease obligation from applicant's bank.
- **Liquid Assets:** A self or non-employed applicant can be accepted provided the applicant supplies proof of liquid assets (i.e., bank statements, mutual fund account statements) greater than 1 year's rent.

***Rental History Verification***

Rental History Verification is required prior to move-in. Rental history will be verified by Rent Solutions. Applications will be declined for the following reasons for any occurrence within the last 12 months:

- An outstanding debt to a previous landlord; an outstanding NSF check; a breach of a prior lease and/or more than 2 late pays and 1 NSF.

The following reason will result in a decline:

- A prior eviction of any applicant or occupant within the last 24 months of date of application.

***Criminal History***

All occupants 18 years of age and older will be checked for criminal history. The history must reflect:

No felony convictions (no time limit); no sex offender or sex-related convictions (no time limit); no terrorism-related convictions (no time limit); no prostitution-related convictions (10 years from date of application); no convictions for the possession, manufacture or distribution of controlled substances or possession with intent to sell or distribution of controlled

substances (felony or misdemeanor for past 10 years from date of application); no cruelty to animals-related convictions (10 years from date of application); no pending indictment or deferred or withheld adjudication for a felony (10 years from date of application); and no conviction or pending indictment or deferred or withheld adjudication for a misdemeanor crime against a person or property (10 years from date of application). No “Active Status” on “Probation” or “Parole” for any of the above stated convictions. When applicants have not lived in this State for the last 24 months, we will endeavor to check criminal history for the previous States of residence over the last 7 years.

Please remember that this requirement does not constitute a guarantee or representation that residents or occupants currently residing in our community have not been charged with or convicted of a felony, deferred adjudication for a felony or misdemeanor crime against a person or property. There may be residents or occupants that have resided in our community prior to this requirement going into effect. Additionally, our ability to verify this information is limited to the information made available to us by the resident credit reporting services used and other factors.

### ***ID Verification***

A government-issued photo ID is required at move-in.

### ***Co-signer Acceptance***

An applicant may be eligible to be accepted for residency with a cosigner only under the following conditions:

- The co-signer must meet the entire original qualifying criteria as set forth in the Residential Rental Criteria, with one exception. For a co-signer, the Income to Rent ratio is 4 to 1.
- All applicants must meet income requirements, except applicants who have not yet established credit and/or rental history.
- A co-signer may not be used due to an unfavorable credit rating – only lack of credit.
- The co-signer must complete an application and submit an application fee for processing.
- The co-signer must receive an acceptable credit report. (A credit application is always run on applicants, even with a co-signer.) An additional deposit may be required, based on the report received.
- The co-signer must be a current U.S. resident.
- The co-signer must sign the Co-Signer Addendum. If not present at move-in, the Addendum must be notarized and received on or before move-in day in order for applicant to receive keys.

***Additional Deposits***

An Accept with Conditions will necessitate an additional deposit of one month's rent in addition to the standard deposit.

***Applicant with no Social Security Number***

Applicant will be processed through credit service using the International applicant form; pay an additional deposit based on the recommendation or will be accepted provided the applicant obtains a qualified cosigner/guarantor. Applicant must also provide the following:

- **Identification:** A passport or a government issued identification card or driver's license.
- **Credit/Income Verification:** Employment offer letter stating term of employment and starting salary and a bank statement, foreign or domestic, showing funds in the amount of the entire lease obligation, or a Letter of Credit in the amount of the entire lease obligation from applicant's bank.

An applicant using a false or invalid Social Security Number or with SSN irregularities (SSN has been associated with misuse), will be declined.

***Maximum Occupancy per Apartment***

<u>Unit Type</u>	<u>Occupants</u>
Studio	2
1 Bedroom/1 Bath	3
2 Bedroom/1 Bath	5
2 Bedroom/2 Bath	5
3 Bedroom/2 Bath	7
4 Bedroom/2 Bath	9

***Vehicle Regulations***

Recreational &/or commercial vehicles are not permitted on the property unless specific permission is granted by the owner or agent and allowed by the HOA where applicable.

***Pet Regulations***

Allowed on a case by case basis, only with written permission of owner or agent. Aggressive breeds will not be permitted. These include but are not limited to: Chows, Pit Bulls, Dobermans, Rottweilers, German Shepards, etc. A \$300 non-refundable fee is required at move-in for each pet in addition to \$25 per pet per month.

## *Credit Scoring*

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Applicant scoring is primarily weighted to information found in the credit bureau file and information from a prospect's application. The information contained on a prospect's credit file will be scored by the credit service, which analyzes hundreds of pieces of data from the following primary categories:

- **Income to Rent Ratio:** Measures ability to handle rent payments.
- **Number of Inquiries in the Last Six Months:** Measures the desire for new credit and potential overextension.
- **Average Age of Trade Lines:** Measures how recent and how regular the applicant's credit is.
- **Revolving Debt to Credit Limit:** Measures the ability of an applicant to absorb credit problems.
- **Percentage of Bank Card Trades Relative to Total Trades:** Measures responsible use of credit and potential overextension.
- **Percentage of "Good" Trade Lines:** Measures reliability and helps eliminate the effect of inconsistent trade lines.
- **Months Since Last Delinquency:** Indication of recent credit behavior.
- **Number of Major Derogatory Ratings:** Flags serious credit issues.
- **Bureau Score:** Measures general credit risk related to renting an apartment.
- **Bankruptcies:** must have not been filed within the last 6 months or must have been discharged in over 6 months from date of application.

Risk scores are based on data found in a current credit report for each applicant. Any discrepancies between the data provided by a given bureau and an applicant's personal records must be taken up with the credit bureau providing the report for scoring. An adverse action letter containing the name, address, and telephone phone number of the bureau used in the scoring process will be provided to any applicant receiving a recommendation other than Accept. You must contact the credit agency directly to correct any inaccuracies or update your credit report.