

**Property Owner FAQ's:**

**Q. Why do I need Alpine Property Management as my property management company?**

A. We put our years of experience to work for you to ensure your real estate investment is handled efficiently and professionally. Each property we manage we treat it as our own. We understand the stresses of managing tenants, maintenance issues, and understanding of real estate law while trying to juggle family, work, and free time. We work with trusted vendors that are held accountable to ensure your property is well maintained. We are here to handle everything for your rental and help ease the stress of rental property ownership.

**Q. Where do you advertise for vacancies?**

A. Alpine Property Management advertises on Zillow.com, Trulia.com, oodle.com, apartments.com, padmapper.com, facebook, twitter, realtor.com, livelovely.com, dtsf.com, craigslist.com, zumper.com, alpinepmsd.com, siouxempirerentfinder.com, hotpads.com, among others. We also have three prime billboard ads throughout Sioux Falls, prime signage at 824 W. 11<sup>th</sup> Street, Sioux Falls, and keep our signs up in our managed properties for additional advertising.

**Q. Do you advertise and show a property while it is occupied, or do you insist on properties being vacant before you start advertising them for rent?**

A. Yes, we start advertising as soon as a notice to vacate is received in order to try and eliminate lost rent as much as possible. APM knows that time is money for your real estate investment. The longer time a unit is vacant the less rent is being collected. We strive to have as little vacancy as possible in between tenants and will always do our best to get a property rented with as little downtime as possible in between tenants.

**Q. What is your tenant selection process?**

A. Income is verified, credit checks are performed, previous landlords are contacted, eviction checks are performed, criminal background checks are ran for prospective tenants. APM has an extensive Tenant Selection Plan that establishes certain criteria for a tenant to be approved. Tenant selection is an integral part of the property management process.

**Q. Do you offer a new tenant placement guarantee for evicted tenants? (For full property management clients only)**

A. Yes, for any tenants placed by APM that are evicted within 90 days of placement, APM will waive the new tenant placement fee. APM prides itself in having an extensive Tenant Selection Plan, but it can never be 100%. We understand your property's mortgage, insurance, property taxes, maintenance, and utilities do not pay for themselves.

**Q. What services are included in the monthly management fee?**

A. A 24/7 emergency maintenance cell phone number for tenants, online owner portal access, monthly statements, direct deposit owner payments, end of year tax documents, utility bills setup in care of APM so there are no hassles with reconnects/disconnects. Collection of rents, collection of outstanding amounts, rent market comparisons, all communication with tenant, all communication with day to day maintenance problems, online owner portal access with monthly owner statements, 12 month income statements and rent rolls, 40 years of experience in property management, peace of mind that your investment is being handled properly to maximize your return.

**Q. How does the monthly pet rent work?**

A. Pet rent is rent that is due to the owner to help cover possible wear and tear to the owner's property because of the pet. This pet rent is paid monthly by the tenant. Some property management companies will classify this monthly pet rent as pet fees and will keep this pet rent for themselves. APM does not do this, APM treats pet rent just like the property rent and passes it along to the property owner. Please check with any property management company about their policies regarding pet rents before signing a management agreement!

**Q. As the property owner, am I entitled to the late fees paid by the tenant?**

A. Yes, late fees are treated just like all rents and the owner is entitled to them. Some property management companies will keep all of the tenant's late fees because they are classified as fees. Please check with any property management company about their policies regarding late fees before signing a management agreement!

**Q. How do you handle tenant calls for repairs?**

A. Absolutely, we try and troubleshoot over the phone to avoid any unnecessary maintenance costs. Every staff member at APM is trained on basic troubleshooting tips for furnaces, ACs, plumbing, electrical, etc. APM has a dedicated staff member to review all work orders and assign the appropriate vendors. THERE IS NO UPCHARGE ON VENDOR MAINTENANCE BILLS!!

**Q. Do you have on staff maintenance technicians?**

A. Yes. We have several experienced, professional, qualified maintenance technicians on staff with Alpine Property Maintenance & Construction. This enables us to get to problems quicker and to ensure the problems are taken care of cost effectively and appropriately versus hiring outside maintenance staff. Property turnover can be costly if the maintenance work can not be completed in a timely manner. By having our own in house maintenance & construction staff the property turnover is completed timely and efficiently, putting thousands of dollars back into your pocket because time is not wasted on waiting on an outside handyman service. The maintenance technicians continually educate tenants and the APM staff members on all aspects of maintenance troubleshooting. Alpine Property Maintenance & Construction has it's general contractor's license and there are CAM certified maintenance technicians on staff.

**Q. What is your philosophy on repairs and replacement?**

A. In all instances of property management, we treat the property as our own. Maintenance costs can add up and hurt your bottom line if not handled correctly. For the long term financial health of your property it does make sense to not put a band aid on a maintenance issue that can lead to a large issue. For all maintenance issues we use our expertise and experience to decide if a small repair is needed or if a full replacement is needed. We want our relationships to be long term so we will always put the long term benefit of the property and the goals of the owner as our #1 priority. All rates

**Q. How do you handle late rents?**

A. Rent is due on the 1<sup>st</sup>, with a grace period of 5 days, and it is considered late on the 6<sup>th</sup>. Typically late notices go out on the 6<sup>th</sup> and 10<sup>th</sup> and the eviction process will start around the 15<sup>th</sup> of the month. APM will work with the tenant as much as possible to come up with a payment plan to avoid eviction. If eviction is necessary, APM contracts with a local law firm for lower costs for the owner.

**Q. How does the tenant move in/move out process work for full property management clients?**

A. All tenants must sign off on the move in condition and the move out condition of the property. Tenants are provided a detailed lists of costs that will be billed to them upon move out if the property is not returned to it's move in condition. Pictures are taken of the property's move in/move out condition. Any costs not related to normal wear and tear are charged to the tenant.

**Q. When and how do I get paid?**

A. Owner payments are processed via ACH around the 15<sup>th</sup> of each month. Our management fees are subtracted from the rent so you do not need to worry about writing a check for management fees!

**Q. Do you offer real estate investment consulting before I purchase a property?**

Yes! APM is built upon long term relationships with our property owners. We strive to build long term relationships with our property owners by providing world class customer service and property management expertise to help you grow your real estate investments portfolio. Contact us before making your purchase so we can evaluate the property and discuss capital improvements needed, current rents, and overall property condition. Purchasing the right property is the first step in real estate investment and we are here to help you with your first step!

*“Service you deserve. People you trust. Results you expect.”*

**Q. What is your tenant placement only fee and what does this cover? What is tenant placement only?**

A. 75% of one full month’s rent (6.25% of the annual rent), with a minimum of \$600, plus sales tax. Ex.: rent is \$1,000, lease fee is \$750, plus sales tax. Your tenant placement fee covers all marketing costs associated with your property, credit, eviction, & criminal background checks, income verification, lease, lease signing, utility setup instructions, security deposit collection, and 1st month’s rent collection. Property owners with tenant placement only do the move in walk throughs with the tenants.

**Q. What are your monthly management fee options?**

A. Alpine is proud to offer our clients multiple options when it comes to leasing and management.

Peace of Mind Plan: Leasing is included. Management: 14% of gross rents collected *\*Minimums apply*

Steady Growth Plan: Leasing is included. Management: 11% of gross rents collected *\*Minimums apply*

Old Reliable Plan: Leasing: Half of first month’s rent. Management: 8% of gross rents collected. *\*Minimums apply*

	Peace of Mind Plan:	Steady Growth Plan:	Old Reliable Plan:
	14%	11%	8%
Management	X	X	X
Tenant Placement (Leasing)	X	X	Half of first month’s rent
Online Reporting	X	X	X
Standard Advertising	X	X	X
After Hours Showings	X	X	X
Professional leasing agent showings	X	X	X
Detailed Move In/Move out Inspection	X	X	X
Leasing Marketing Reports	X	X	X
New Tenant Replacement Guarantee	X	X	X
Annual Revenue Maximization Review	X	X	X
NO “MANAGEMENT FEE” CHARGED TO TENANT	X	X	X
2 month risk free guarantee	X	X	X
Owner payment made by ACH	X	X	X
Expert In house maintenance staff	X	X	X
Professional Leasing Photos	X	X	X
Lease signed in 30 days Guarantee	X		
Professional Marketing Video by Leasing Agent	X		
Peace of Mind Eviction Guarantee	X		
Appfolio Premium Advertising	X		
Minimum Management Fee (plus tax)	\$100	\$85	\$65

**2 month risk free guarantee:** We want to provide you with peace of mind regarding your decision to select Alpine Property Management as your management company. We want to provide you with the best service possible for many years but we understand your plans can change as a real estate investor. Typical management agreements are one year contracts. If, for any reason, during your first 60 days you want to terminate your agreement just let us know and we will release you of your agreement.

**Lease signed in 30 days Guarantee:** For property owners on the Peace of Mind Plan we are proud to offer our Lease signed in 30 days Guarantee! If we are unable to rent your property 30 days from the date your property is rent ready we will only charge you the Steady Growth Plan rate for one entire year!

**Peace of Mind Eviction Guarantee:** For property owners on the Peace of Mind Plan we are proud to offer the Peace of Mind Eviction Guarantee for tenants that *Alpine Property Management places*. Evictions cost money, not only on lost rent and property damages, but on attorney and sheriff fees. We partner with a local law firm to obtain the best rates and legal process you deserve. For the property owners on the Peace of Mind Plan the legal fees involved in a forcible entry and detainer action are paid for, giving you the Peace of Mind you desire in protecting your investment.

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