



The SMART Choice for Property Management

I would like to thank you for contacting SMART (Southwestern Management And Realty Team). We would welcome the opportunity to service your rental needs. I have attached our reading packet for your review that will explain our property management services. The email that I have sent you contains the rental range in which you can reasonably rent the property and the average days on the market. The enclosed material should answer about 98% of your questions and should you have any other questions, please feel free to contact me, Cindi Hall, at cindi@managevegas.com or 702.750.9725 x224.

Here is a bit of history regarding our company. SMART is considered one of the premier property management companies in Las Vegas and we have gained respect within the community over the years. SMART opened its doors in 2008 and the owners of SMART have been long time Las Vegas residents, serving in the real estate market since 1998. SMART is currently managing 300+ properties in the Las Vegas valley and we are growing each week. What has made SMART a successful residential property management company is our honesty, no hidden fees, and open communication lines between Owners and Tenants in responding on a daily basis to all emails and phone calls. Our customer service is exceptional.

SMART maintains an "A+" rating with the Better Business Bureau and is a member of the Las Vegas Chamber of Commerce. SMART is proud to average a 97-99% occupancy rate with tenants.

SMART has an aggressive marketing program that attracts attention to your property. Our marketing efforts include promoting your property through yard signage, our website at www.ManageVegas.com, the Multiple Listing Service, REALTOR.com, Craig's List, and 20-25 other rental websites. If your property qualifies, you will also be listed on the military housing website which provides housing options for our enlisted men and women from around the globe moving to Las Vegas.

Again, I thank you for contacting us and if you any questions, comments or concerns, please feel free to contact me. Once you have made a final decision, I would be happy to prepare the formal documents for you. We hope that you chose SMART – the SMART choice for property management in Las Vegas.

Cordially,

Cindi A. Hall
Residential In-Take Specialist/
Office Manager
702.750.9725x224/cindi@managevegas.com



Fee Schedule

Contact: Cindi Hall - 702.750.9725 Office

OWNER FEE SCHEDULE

	Standard Rate (1-5 Units)	Preferred Rate (6+ Units)
Setup Fee	\$300	\$300
Advertising Fee	\$0	\$0
Inspection Fee	\$0	\$0
Leasing Fee	50%	50%
Management Fee	8%	8%
Owner Reserve	\$300	\$300

TENANT FEE SCHEDULE

Application Fee	\$65/per person	Non-refundable
Security Deposit	1.5 months of rent	Refundable
Pet Deposit	\$300/pet	Refundable
Late Fee	5% of rent	Late after the 2nd
NSF Check	\$50	
Eviction Fee	\$900	Non-refundable



Owner Distribution Checks

Contact: Cindi Hall - 702.750.9725 Office

SMART has the following policy and procedure for distributing Owner's funds.

Rent is due the 1st of each month and considered late on the 2nd. We allow 3-4 days for personal checks, money orders and cashier's check to clear. (Sometimes during this period a tenant has written an NSF check which might hold up your check). The 10th of each month, Owner ACH direct deposits will initiated and statements will be uploaded to Promas Central. Bills associated with the property will also be uploaded to Promas Central. If the 10th falls on a weekend, payments will be initiated on the next business day.

If you don't receive a deposit during this time it means that the tenant has not paid or their check did not clear. In either case, we are tracking the tenant down. If they have bounced a check, certified funds are required and after 2 NSF's, Tenants lose the privilege of paying with a personal check.

Two additional ACH direct deposits will be done on the 18th and 25th of the month to remit funds from any late paying tenants. ***Each new owner is required to provide SMART a copy of a VOIDED CHECK in order for us to get you set up in the system.***

If you have any questions, please don't hesitate to call!

Cordially,

Cindi A. Hall



Tips for Making Your Property Easier to Rent

Contact: Cindi Hall - 702.750.9725 x224

first impressions

CURB APPEAL

- Keep lawn neat and mowed, with desert landscape make sure everything is manicured for good curb appeal.
- Replace dead plants and keep shrubs pruned.
- Keep driveway and steps clear of debris.
- Apply fresh paint as needed, repair any damaged stucco or siding.
- Repair any cracked or broken windows and replace old or torn screens.
- Be sure the faucets and sprinkler system are in good working order.
- If you have a pool or spa, be sure it sparkles!
- Keep the patio area neat.

LIVING AREAS

- Be sure blinds, drapes and carpets are clean. Make sure ceiling fans are dusted.
- Apply paint as needed.
- Be sure all electrical systems and plumbing are in working order.
- Replace light bulbs as needed.
- Have clean air filters installed and check smoke detector batteries.

KITCHENS

- Replace counter tile or grout as needed.
- Have a clean oven, for that matter all appliances and have clean floors.
- Be sure sinks are clean and if you have a garbage disposal be sure it works.

BATHROOMS

- Caulk around tubs and showers as needed.
- Replace or clean shower curtain or if glass door, be sure it's clean.
- Repair leaking or broken faucets, and replace tile and grout if needed.

CLOSETS

- Be sure lights work and if you are still living in the property that clothes are hung neatly.
- Shoes or other loose items should be stored in boxes and neatly put away.

GARAGE

- Remove all unnecessary items.
- Clean/sweep the floor and tidy the shelves if applicable.

Just putting a little work into the property makes all the difference in the world. The object is to have your property rent for the highest rent possible. Make potential renters want your property instead of some else's. This will also insure that when a tenant leaves—the property should be left as it was when they moved in. We have our own in-house maintenance staff that can assist if you're out of state or out of country at very reasonable fees.



Frequently Asked Questions About Property Management

WHAT IS A FULL SERVICE PROPERTY MANAGEMENT COMPANY?

Southwestern Management And Realty Team (SMART) provides full service to its Owners. This includes the monthly collection of rents, detailed monthly statements, tenant screenings, lease renewals and unsurpassed customer service. In addition, SMART handles the proper procedures for eviction notices, lease enforcement, and periodic inspections of the properties. SMART also includes in their full service the handling of all maintenance requests.

WHAT IS SOUTHWESTERN MANAGEMENT AND REALTY TEAM'S PHILOSOPHY?

Our experienced, licensed, and permitted Property Managers are the intermediaries between the Owners and Tenants. Our goal is to provide personal service and protection from the daily issues of property management. We keep our Owners informed about the handling and status of their property. SMART believes in maximizing income and minimizing expenses. Our success rate has been exceptional as we have maintained a 97%-99% plus occupancy rate, and maintained an "A+" rating with the BBB.

HOW DO YOU PREPARE THE PROPERTY FOR POTENTIAL RENTERS?

The property should be "rent ready". What does that mean? It means the property should be in the best possible condition - appliances in working order, property painted or touched up, carpets cleaned, damage free window coverings (i.e., blinds or shades), the property cleaned, utilities on (especially water and power) and the landscaping in excellent shape. First impressions last. If your property is "rent ready" then we'll get the best tenant sooner!

WHAT SHOULD MY PROPERTY RENT FOR?

Our team of professionals will prepare a Rental Analysis of your property to advise you of the expected rental price range. Three main factors affect the rent: 1) Is the property in good condition? 2) Is the property in a good location? (i.e., close to freeways, shopping, schools, etc.) and 3) What do comparable rentals go for in your area? Different areas of Las Vegas will bring different rents. Our experienced In-Take Specialist will provide valuable advice.

HOW DO YOU MARKET THE PROPERTY?

Once you have signed the Property Management Agreement, we go to work! Advertising is the key to our success. SMART offers Owners a variety of placements: our website, the Multiple Listing Service (MLS), Craig's List and other media avenues. The marketing of your property will be done in a professional manner.

WHAT ABOUT SMOKERS?

It is common in the industry to restrict smoking inside the property. Generally speaking, this does not reduce the marketability of your property.

WHAT ABOUT PETS?

Restricting pets does reduce the number of available, qualified tenants. Statistics show that about 75% of today's renters own a pet. What will SMART do about this? Potential tenants that notify us of pets will be screened - size, breed, are shots up-to-date, etc. Generally speaking, a well behaved dog or cat will cause little "wear and tear" in the home or in the yard. Our pet deposits are refundable providing there is no damage. Our policy is pets 30 pounds and under will require a \$300 deposit and larger animals will be \$500. We DO NOT ACCEPT VIOLENT BREEDS.



Frequently Asked Questions About Property Management

WHAT IS SOUTHWESTERN MANAGEMENT AND REALTY TEAM'S APPLICATION AND APPROVAL PROCEDURES?

Prior to any lease being signed, we require a \$35/person (money order only) application fee. Our Tenant screening includes: a credit check, an eviction history, public judgments, criminal background, and the National Sex Offender list. If all checks out and the application is approved, we then require the Tenant to bring in Certified Funds (money orders or Cashier's Check) for the first month's rent and security deposit which will be equal to one (1) month's rent and any additional deposits (i.e., pets).

WHAT TO DO WHEN THE RENT IS LATE?

Rent is due on the 1st of each month with a 5-day grace period. If we haven't received the rent by the end of the grace period, the Broker will order a 5-day Pay or Quit Notice and assess late fees. If the tenant fails to respond to the 5-day Notice, the Broker then orders the Eviction. Usually the 5-day Pay or Quit does get the attention of the Tenant.

OWNER DISTRIBUTION

Rent is due the 1st of each month with a 5-day grace period. We allow 3-4 days for personal checks, money orders and cashier's checks to clear. (Sometimes during this period a tenant has written an NSF check which might hold up your check). The 10th of each month, Owner ACH direct deposits will be initiated and statements will be uploaded to Promas Central. Bills associated with the property will also be uploaded to Promas Central. If the 10th falls on a weekend, payments will be initiated on the next business day.

Two additional ACH direct deposits will be done on the 18th and 25th of the month to remit funds from any late paying tenants. ***Each new owner is required to provide SMART a copy of a VOIDED CHECK in order for us to get you set up in the system.***

AVERAGE LENGTH OF A LEASE

SMART prepares leases for one (1) year. Why? The market conditions are constantly changing. Rent could be the same, higher or lower. Again, as a full service property management company, we are looking out for you. Usually, at the end of a lease the Owner can decide to renew with the same tenant, release the tenant or let the tenant go on a month-to-month basis. If a tenant wishes to vacate—they MUST notify SMART with a 30 day written notice.

WHAT IS A REPAIR/RESERVE FUND (MAINTENANCE ISSUES)

SMART carefully considers the Tenant's request for repairs. If the request is valid our Maintenance Coordinator will assign one of our vendors to assist. We carefully screen our vendors to make sure that you are receiving a fair market price for services. **WE REQUIRE ALL MAINTENANCE REQUESTS TO BE IN WRITING, EITHER THROUGH OUR WEBSITE, EMAIL, FAX OR REGULAR MAIL) NO VERBAL REQUESTS WILL BE HONORED.** SMART REQUIRES the owner to have a \$300 Repair/Reserve available. If the item in question is over \$300, the Owner will be contacted for approval and asked to send overnight the payment for the work requested. Should an emergency arise, we will handle with the upmost priority and will they will be tended to immediately and you the Owner will be notified as soon as possible.



Frequently Asked Questions About Property Management

WHAT IF THE TENANT DAMAGES THE PROPERTY?

The security deposit that SMART accepts from the tenant at move in will usually be sufficient to handle “minor repairs”. When a tenant leaves/vacates the property owing money for rent or damages, money will be deducted accordingly. More often than not, the tenant will receive their security deposit back in full. At “move-in” an inspection is done where SMART’s licensed and permitted Property Manager(s) document the condition of the property. A “walk out” inspection is also done when a tenant is vacating the property. At that time, besides normal “wear and tear” if there is damage done, it will be duly noted and photos taken and a deduction will be taken from the security deposit.

WHERE DO I SIGN!

Once the property Owner says YES, formal documents will be prepared by Southwestern Management And Realty Team - as long as the property is not under contract with another property management company. If you do have the property with another property management company, that contract **MUST** be terminated. As a full service property management company, we will be happy to assist you - whether you are local, long distance, or even out of the country - in picking up keys, any security deposits if applicable, and the Termination Agreement from the discontinued company. Southwestern Management And Realty Team is one of the premier Property Management companies in Las Vegas and we look forward to assisting you in the management of your rental property. **WE TREAT YOUR PROPERTY AS IF IT WAS OUR OWN!**

RECOGNITIONS

SMART is a member of the Las Vegas Chamber of Commerce and the Better Business Bureau.

JOIN A WINNING COMBINATION TODAY!

Make the SMART choice in property management

www.ManageVegas.com

Email: Cindi.Hall@ManageVegas.com

(In-Take Specialist/REALTOR/Office Manager)

702.750.9725 x224

The “SMART” choice for PROPERTY MANAGEMENT

SMART is one of the most efficient and respected property management companies in Las Vegas. It’s not about the volume of properties that we have, it’s about the quality of service you will receive. Customer service is critical in property management. You will always have a person to speak to and get your questions answered.

Our goal is to place qualified tenants into your property in the shortest possible time. SMART provides owners and investors with quality, reliable, and extremely cost effective property management to maximize income. We strive to maintain low expenses with honest high quality vendors.



House Rules

Rents are due the first of each month and are made payable to: Southwestern Management And Realty Team. Rents are to be mailed or hand delivered to our private mailbox and **MUST** be received by the 5th of each month to avoid ANY late charges. If mailing, send to SMART, 6955 N. Durango Drive, Suite 1115-107, Las Vegas, Nevada 89149. If hand delivering, it's Goin' Postal at the same address and located across from Centennial Hills Hospital.

Rent checks returned for insufficient funds (NSF) or for ANY other reason, will be subject to a \$50.00 charge for each dishonored check plus appropriate late charges. Any late rents and fees will be paid in the form of a cashier's check or money order. **CASH WILL NOT BE ACCEPTED.** NO EXCEPTIONS! All future rent payments will be paid in certified funds, cashier's check or money orders.

Tenant understands his/her security deposit is NOT to be used for last month's rent. The security deposit is fully refundable to the tenant providing the property is returned in good order with no more than normal wear and tear, otherwise deductions may be withheld for, but not limited to, the following: walls, carpeting, fixtures (both light and plumbing), landscape, missing garage door openers, keys and smoke detectors. Security deposits shall be refunded in accordance with existing codes.

Nevada Revised Statutes 118A.110 "Normal Wear" as defined: "Normal wear" means the deterioration which occurs without negligence, carelessness or abuse of the premises, equipment, or chattels by the tenant, a member of his/her household or other person on the premises with his/her consent.

CARPET CLEANING: TENANT is RESPONSIBLE for carpet cleaning at move out and must use a professional carpet cleaning company. Tenant **MUST** produce a receipt to SMART. If the carpet is not satisfactorily cleaned by tenant's carpet cleaner, SMART reserves the right to hire our carpet cleaner and take the cost out of the tenant's security deposit.

If tenant locks themselves out of the premise, they, at their own expense, shall be responsible to hire a locksmith. Any new keys that are obtained by the tenant **MUST** also be copied and given to SMART in case of an emergency. SMART **WILL NOT CHANGE THE LOCKS UPON TENANT MOVE IN.**

Property Manager will coordinate and/or conduct periodic property condition inspections. Tenant(s) will be given adequate notice of 24 hours. Inspections may be conducted every 6 months.

Additional tenants, beyond the limit stated in your Rental Agreement, are subject to prior approval by the Property Manager. Any person residing on the premises for a period longer than thirty (30) days will be considered an additional tenant.

Tenants will be held responsible for the yard maintenance unless otherwise stated on the Lease Agreement.

Initials: _____

HOUSE RULES - PAGE 1 of 3



House Rules

Tenants will be responsible for any clogged drains after the first day of the Rental Agreement.

Tenants will be responsible for the co-pay if required for a home warranty repair.

Tenant SHALL secure their own fire, theft, and liability insurance. Owners and Property Managers will not be responsible for missing or damaged items, or for personal injuries to guests or casual visitors to premises. Tenants not securing insurance are in violation of the Lease Agreement and could be evicted from the property for not following the lease.

Tenant is responsible for the conduct of his/her guest(s). Any damages to the premises caused by the tenant, tenant's guests or due to any unknown cause will be repaired at tenant's expense.

Owner(s), Agency and/or Property Manager will not be held responsible or liable for any spoiled food items due to refrigerator (if provided) becoming inoperative.

Tenant will not be permitted to paint subject property, or perform repairs on walls, ceilings, floors no matter how minor, without prior consent from the Property Manager.

ALL PROPERTIES ARE TO BE SMOKE FREE INTERIOR: Tenant will be responsible for any discoloration of, or smoke damage to carpets, window coverings, flooring, walls and/or ceilings from burning of candles or cigarette smoking. Tenant will ensure that no smoking will be allowed inside the residence.

Tenant shall not make or permit loud or disturbing noises on the premises, or permit anything to be done that will interfere with the rights, comfort, convenience or peaceful enjoyment by others living nearby.

Tenant is responsible for disposing of their own trash and garbage in a clean and sanitary manner abiding by any rules applicable to the area.

Owners, Agency and/or Property Managers are not responsible for any personal property placed or left in and around the premises.

Repairing of automobiles and motorcycles, other than emergency repairs (i.e., flat tire, dead battery), is NOT permitted.

No abandoned or disassembled vehicles, or any spare auto parts are permitted on premises.

No wires, cable or aerials for radio or television purposes shall be installed upon the roof or other parts of the premises without the Property Manager's consent.

Initials: _____

HOUSE RULES - PAGE 2 of 3



House Rules

Tenant shall PROMPTLY report all items in need of repair such as, but not limited to, leaking faucets, toilets, air conditioning, heating and landscape irrigation. ALL REQUESTS MUST BE IN WRITING AND CAN TO FAXED, EMAILED, MAILED OR REPORT PROBLEM ON OUR WEBSITE AT WWW.MANAGEVEGAS.COM. VERBAL REQUESTS WILL NOT BE RESPONDED TO.

Tenant shall not alter interior or exterior of property in any way including, but not limited to, wallpapering, addition of shelving, screen doors, drapery rods, ceiling fans or anything of a permanent nature without express written consent of the Property Manager. Should any alteration be allowed, tenant agrees to pay for the alteration and to be responsible for the removal and restoration of the property back to its original condition.

Tenant shall not use adhesive back type shelf paper on shelves in cabinets or in drawers. Use of adhesive back product can result in damage when removed for which the tenant will be held responsible.

Tenant shall NOT install any refrigerating devices or air conditioners. Tenant shall NOT use any illumination other than electric light—burning of candles or fuel lantern is strictly prohibited. Tenant shall NOT use, nor permit to be brought into the building, any flammable liquids, but not limited to: solvents, petroleum based fuel or oil, or lamp oil. Tenant shall NOT use, nor permit to be brought into the building, explosives, including fireworks or any article deemed hazardous to the health and safety of the occupants or detrimental in any way to the premises. EXCLUSION: Tenant may keep up to (1) gallon of gasoline for lawn mower usage in the garage.

TENANTS ARE REQUIRED TO GIVE A THIRTY (30) DAY WRITTEN NOTICE TO VACATE THE PREMISES FOR THE FOLLOWING REASONS: A) IF ON A MONTH-TO-MONTH TENANCY, B) IF ON A FIXED LEASE THIRTY (30) DAYS PRIOR TO THE TERMINATION DATE. IF NO WRITTEN NOTICE IS GIVEN PRIOR TO END OF A FIXED LEASE, THE LEASE WILL AUTOMATICALLY CONVERT TO A MONTH-TO-MONTH TENANCY. DURING THE LAST THIRTY (30) DAYS OF TENANCY, THE TENANT AGREES TO ALLOW LESSOR AND/OR AGENTS TO SHOW THE PREMISES TO PROSPECTIVE TENANTS BY APPOINTMENT.

Please remember you are renting the property, not purchasing the property. When renting a property you are renting in "AS IS" condition. Sometimes certain repairs will be taken care of prior to move-in.

HOUSE PLANTS FOR DECORATIVE USE WILL ONLY BE ALLOWED. HYDROPONIC OR GREENHOUSE SETUP/INSTALLATION INSIDE OR NEAR THE PREMISES WILL ONLY BE PERMITTED BY SMART AND OWNER WRITTEN AUTHORIZATION.

Initials: _____

HOUSE RULES - PAGE 3 of 3



Home Inspection Policy

To keep our fees at a reasonable rate, Southwestern Management And Realty Team (SMART) has implemented the following policy regarding inspections. After the Owner executes the Residential Management Agreement with SMART the property will be viewed and evaluated by SMART staff members to verify the “rent-ready” condition of the property. The Owner will be informed if any maintenance is required prior to advertising the property as available. The SMART staff will work in conjunction with the Owner to ensure the rental property is brought into “rent-ready” condition as quickly as possible.

Two to three months after SMART has obtained a renter for the property a licensed representative from SMART will do a visual inspection to assess the condition of the rental and to ensure that the tenant is meeting their obligations under the terms of the lease. A final inspection will be conducted at the end of the lease or at lease renewal. The three inspections described above are normal, customary and included in the monthly management fees.

If maintenance issues arise during the course of the lease that requires significant vendor repairs, SMART staff will inspect the completed work. While the main purpose of this inspection is to verify the completion of the maintenance a cursory view of the property is also done to ensure compliance with the lease by the tenant. Random inspections of this nature are also included in the monthly management fee.

At any time during the course of the lease the owner may request additional inspections. The cost for additional inspections will be \$40 for the licensed SMART staff member who conducts the inspection.

As the rental market becomes increasingly competitive, SMART will no longer place properties on the market until they are truly “rent ready”. The property must be ready inside and outside, including landscaping. Front yards are “non-negotiable” and backyards are very important to most tenants. Since the goal is to get your property rented for the highest price as quickly as possible, these items should be “squared away”!

I understand and accept the Inspection Policy of Southwestern Management And Realty Team.

Owner Signature

Owner Signature

Date



Late Fee Policy

As much as we encourage tenants to pay on time, there are those that will be late on occasions. As described in the lease, rents are due on the 1st and tenants are given a “grace period” until the 5th by 5pm with no late charges. When a tenant is late, it is \$100 for the first day and then \$25 each day after that.

Late fees collected from the Tenant are split with the Owner 50/50. Why? The Owner’s payment is delayed and SMART incurs additional costs “chasing” the tenant to collect the fees. While many management companies keep 100% of the late fees, SMART shares with the owner, believing that to be fair . When late fees are collected, this will be noted on your monthly online statement.

Owner Signature

Date

Owner Signature

Date



Property Condition

When SMART accepts a property into the SMART property inventory, we do expect the property to be in “rent ready” condition. What does that mean? It’s clean, painting has been done, carpets have been cleaned, landscaping has been spruced up, and all electrical, plumbing, HVAC systems and appliances are in good working order. This includes light bulbs, smoke detectors, A/C filters – everything in good clean serviceable condition. The property is ready to go for SMART to market and a Tenant to move into the next day.

Now, we know that is not always the case. When SMART accepts a property, and work needs to be done in order to achieve “rent ready” status – the Owner MUST provide additional funds in order for SMART to facilitate the make-ready process. While SMART assists with turn around cleanup and repairs between tenants, we are NOT a general contractor prepared to oversee massive rehabilitation projects on homes that are in poor condition. That simply is NOT our business. SMART has established excellent working relationships with a wide variety of vendors. We value these relationships and will not ask vendors to begin projects unless funds are available to pay for the work when it is completed. Neither SMART nor our vendors are prepared to function as a finance company, so no work will be started until your funds are received.

When making a property “rent ready” between tenants, we usually have some or all of the prior tenant’s Security Deposit. On occasion additional funds are required from the Owner to get the unit back into “rent ready” condition for the next tenant. Turnovers usually take anywhere from 7-10 business days. Deep cleaning and carpet cleaning are usually required and often partial or complete painting. It is also common for minimal general repairs to be completed – new light bulbs, smoke detector batteries, leaking faucets or sinks, etc. This minimal turnaround oversight is included within the scope of our management responsibilities.

If a major rehab needs to be accomplished in order to get “rent ready”, SMART can coordinate vendors and oversee the process and may assess charge of cost plus 10% on vendor billing. What does this mean? The home needs to be trashed out, major drywall repairs and custom painting, ordering blinds or screens, major landscape rehabilitation, excessive handyman repairs, or ordering appliances. The Property Manager will give you an estimate of the charges and the Owner will need to send the appropriate funds in order for work to begin. Please contact your Property Manager regarding the different methods for payment. There will be an accounting of how the funds were used and will be listed on your monthly statement along with vendor receipts for tax purposes.

By signing below – you are accepting the terms and conditions of this process.

Owner Signature

Date

Owner Signature

Date



Home Warranty Information

Property Address:

Owner Name:

Phone Number:

Email Address:

Name of Warranty Service:

Contract Number:

Warranty Phone Number: