



# All County Sterling Property Management

## **PROPERTY OWNER'S HANDBOOK**

*“Over 25 years experience”*

# Welcome to All County<sup>®</sup> Property Management



**Making A Difference For  
All Your Real Estate Investment Needs**

# *About Us...*



All County® Property Management is committed to ensuring your rental property experience is stress-free, leaving you to focus on other important aspects of your life.

All County® Property Management is a full-service property management company with more than 25 plus years of experience. We specialize in residential property management. We know that successful property ownership requires maintenance, marketing, tenant screenings, real estate insight and much more. With dozens of franchise locations across the United States, All County® has a successful business model that works. We are members of the National Association of Residential Property Managers as well as various local Boards of Realtors and Multiple Listing Services around the United States.

# ALL COUNTY<sup>®</sup> BENEFITS

## Property Management

Residential property management is our expertise.

## Transparent Fees

We only make money when you make money. There are no hidden fees or restrictive clauses. We charge a leasing fee when we place a tenant in a property, we charge a management fee only on monies collected from a tenant and a lease renewal fee. That's it!

## Technology Focused

We feature fully automated capabilities and are continuously upgrading to make our process easier for clients and tenants. This includes online ability to view statements and invoices, pay rent and submit maintenance requests. We market properties and coordinate showings using the most recent technology.

## Friendly, Expert Staff

A dedicated employee is always available to answer your questions. Our managers are honest and dependable. A staff member is always on-call seven days a week, twenty-four hours a day, in the event of an emergency.

## Free Rental Analysis

We will assist you with preparing your property for rent, evaluating current market conditions, and providing rental rates of comparable properties.

## Comprehensive Tenant Qualification

We perform a thorough background check on all prospective tenants 18 years of age and older. This includes, but is not limited to, a credit check, background check, The Terrorist Watch List as well as the verification of employment and rental history.

## Experienced Service Personnel

All vendors are licensed and insured for your protection. Because of our large inventory, we are able to generate excellent prices and service for maintenance and repairs.

## Regular Inspections

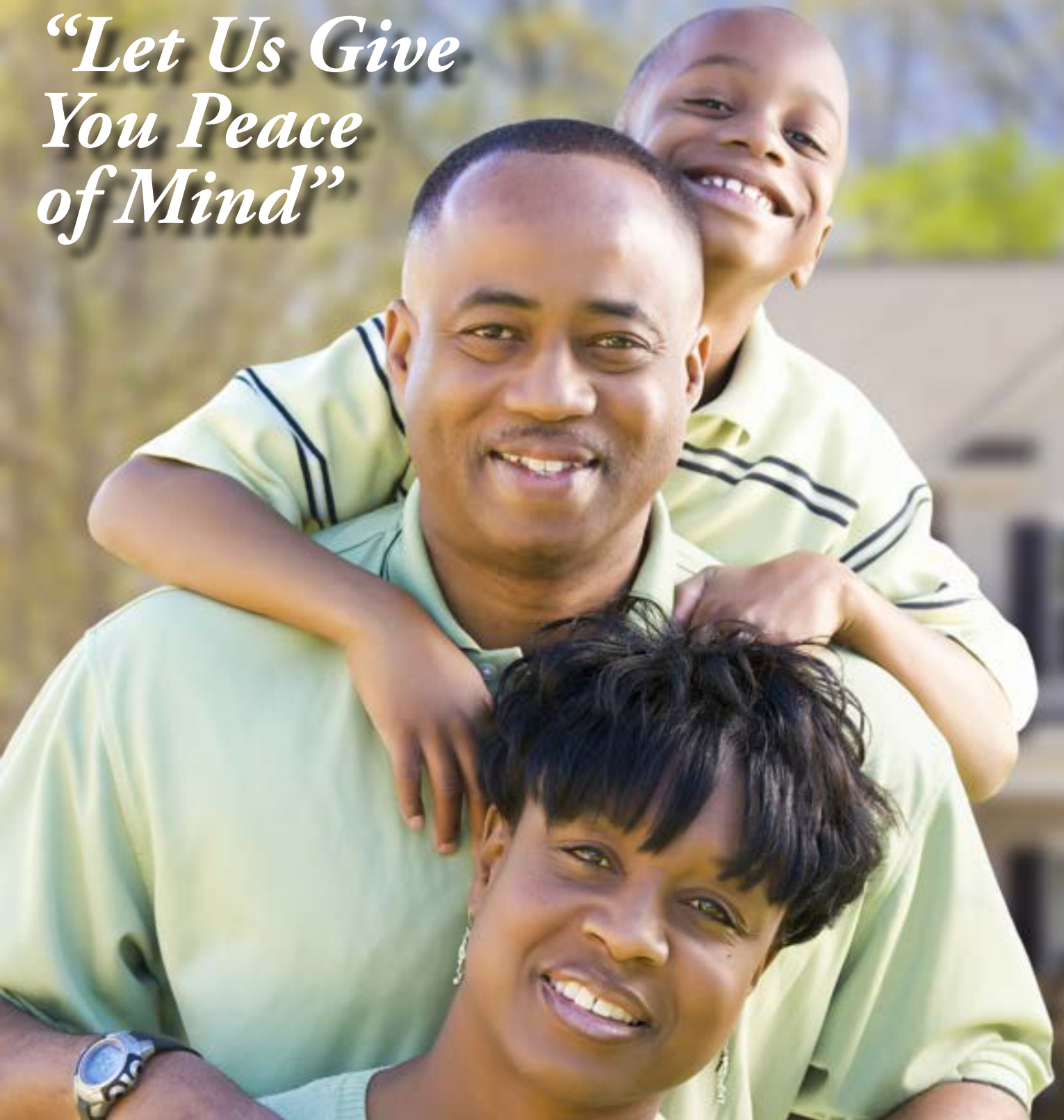
We perform regular monthly exterior inspections during a tenancy. An annual inspection is performed several months before lease renewal. Weekly interior inspections are performed during a vacancy.

## Maximizing Your Rate of Return

All County works hard to maximize the rate of return for your investment property. We offer investment services and assist with the purchase of more rental properties and 1031 exchanges. We can also manage your vacation rental properties.



*“Let Us Give  
You Peace  
of Mind”*



You can trust All County<sup>®</sup> Property Management for the care and management of your property. Providing quality service is of the utmost importance to us. Our entire staff is dedicated to giving you the experience, dedication and dependable service you expect and deserve.

# ALL COUNTY<sup>®</sup> SERVICES

- **Marketing**

We will place an All County “for rent” sign on your property (if permitted). A description of your property will be distributed to our nationwide vacancy list, which is available at no cost to potential renters. All County<sup>®</sup> will also place your property with a full description and photos on the main All County<sup>®</sup> website, along with additional industry leading rental sites. In addition, we can place your property on the Multiple Listing Service (MLS), making it available to all realtors.

- **Leasing**

All County<sup>®</sup> will conduct a comprehensive applicant qualification screening process to ensure that we obtain the best possible tenant. This is accomplished by a thorough background check. This includes, but is not limited to a credit and background check as well as rental history and employment verification.

- **Collecting a Security Deposit/Reservation Fee**

All County requires a security deposit/reservation fee to remove the property from the market and will schedule a time with the potential renter to sign and execute the lease. This fee, which is almost equal to one month’s rent, will be credited at move-in as the Security Deposit (or first month’s rent as required by state law). Our leases are annual and have been reviewed by an attorney who specializes in Landlord/Tenant Law. Leases are continuously updated to stay current with the changes in federal, local and state laws. Tenant responsibilities are clearly defined, giving All County the ability to enforce lease requirements.

- **Lease Guarantee**

If a tenant qualified and placed by All County defaults within the first 6 months of the original lease term, we will not charge a fee to release the property. (As all offices are independently owned and operated, discounts may vary by office.)

- **Lease Renewals**

All County attempts to renew the lease with the current tenant approximately 60 days prior to the

expiration of the Rental Agreement, unless you instruct us in writing otherwise. We begin the process with an interior inspection. We then do a market analysis and discuss with you the condition of the home and the best possible rental price for preparing a new lease to provide to the tenant. If we receive a notice to vacate from the tenant, we begin marketing the property immediately.

- **Property Inspections**

All County<sup>®</sup> conducts a “move out” inspection to document the condition of the property as soon as it becomes vacant, followed by property inspections at least once a week while vacant. Once rented, we will conduct regular exterior inspections and interior inspections annually.

- **Reporting to Owners**

We know efficiency and time management are important to property owners. All County<sup>®</sup> makes it easy through our Owner Web Access Portal. Once logged in, owners can view and print their monthly statements, invoice and 1099 Income Form, as well as make any payments to their account. In addition, we can also electronically deposit your distribution check directly into your bank account.

- **Repairs, Maintenance and Upgrades**

All County<sup>®</sup> will consult with you if any expense regarding the property is more than \$200, unless it is an emergency affecting the safety of the tenant or the integrity of the property. We will handle and coordinate any repairs to keep your property attractive and appealing, including utilities, maintenance, painting and carpet cleaning, among other services. All County<sup>®</sup> only utilizes insured, licensed and qualified vendors for all repairs and maintenance.

- **Government Regulations**

All County<sup>®</sup> complies with all local, state and federal laws regarding fair housing, real estate and any other applicable laws or ordinances. This includes statutes governing real estate, landlord-tenant, agency disclosure, security deposits and radon gas disclosure as well as U.S. EPA requirements regarding lead-based paint disclosure.

# FREQUENTLY ASKED QUESTIONS

**Q:** What do you charge?

**A:** All County's fee structure varies by level of service and location. Through the years however, we have been able to keep our fees low, because of our continued success. Keep in mind that our goal is always to keep a tenant in your property. When it is vacant and costing you, it's costing us too.

**Q:** What areas do you service?

**A:** We have many offices around the country. Let us know where your property is located.

**Q:** How is the management agreement established?

**A:** The agreement is established by a written contract called the "Management Agreement" between the owner of the property and All County. All services, procedures, terms and conditions are established through this document.

**Q:** What are your office hours?

**A:** We are open Monday through Friday from 9:00 am to 5:00 pm. As offices around the country are independently owned and operated, office hours may vary slightly. We are on call 24 hours a day, 7 days a week for emergencies and rental calls.

**Q:** Can you deposit my checks directly?

**A:** We can electronically deposit your payments directly to a designated account and email the monthly statement to you.

**Q:** How long will it take to get us a tenant?

**A:** The rental market is affected by supply and demand, in addition to price, location and condition. The listed item will determine how long a property remains on the market. Our average marketing time is about three weeks to secure a qualified tenant and accept a deposit.

**Q:** What is your policy on animals?

**A:** Whether or not to accept animals is the owner's decision. However, to attract the largest pool of potential tenants, it is best to remain open to the possibility of pets if the community allows them. From there, we can determine if the prospects are credit worthy, and if the pet meets the specifications for an approved pet regarding size and breed. Most offices will charge a Pet Privilege Fee along with a higher rental amount for the pet.

**Q:** What repairs are the tenants responsible for?

**A:** Tenants are responsible for keeping their unit in good repair. AC filters are to be changed on a monthly basis. They must check their smoke detectors and change batteries regularly. Any clogged toilets, drains, jammed garbage disposals, abuse, misuse or neglect of the property are the tenant's responsibility.

**Q:** Can we use our own handyman?

**A:** Yes, however he/she must be licensed and insured in order for All County to make a payment to them.

**Q:** What kind of insurance do I need?

**A:** If you are taking your personal residence and turning it into a rental property, you need to change your homeowner's policy to a landlord's policy (sometimes referred to as a rental dwelling or dwelling fire policy). If your property is already a rental, you should verify with your insurance agent that you have the proper liability insurance. Insurance requirements will always be that liability insurance must be in effect for the property. If your investment property is a townhome or condominium unit, you need to have a separate liability policy (separate from the association) to make sure both you and your rental property are adequately protected.





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All offices independently owned and operated