

# FOOTHILLS PROPERTY MANAGEMENT

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## OWNER FAQs

### Placing Tenants:

- Multi-media advertising to attract quality tenants.
- Process and Screen applications (Nationwide criminal background check, credit check, rental history, employment verification, income verification, etc.) based on owners preset parameters.

### Rent:

- Rent is due 1st-5th, Late on the 6th with a 10% late fee (we can keep due date the same on existing leases if different).
- We accept online payments via PayPal and have an after-hours drop box for tenant convenience.
- We also can set tenants up for ACH Automatic Withdrawal.
- Late fees are retained for operational costs.

### Management fee:

- 10% of rent collected.
- We do not charge for vacant properties or when a tenant doesn't pay.

### Monthly Statements:

- Statements, copies of any invoices, and owner checks are mailed out by the 15th of the month.
- We can also email statements and ACH Direct Deposit proceeds.

### When Tenants don't pay:

- We handle all eviction proceedings; filing paperwork, attending hearings, meeting sheriff's office for sit-outs etc.
- Late notices are mailed to tenants on the 6<sup>th</sup> and follow up calls are made to help bring in payment.

### Maintenance:

- We have a maintenance technician for minor repairs.
- Any repairs that require a license (electrical, HVAC, etc.) we contract out.
- Ready units between tenants, including handling utilities.
- Owner has option to do own repairs or we can contact owner's preferred vendors.
- 24 hours, 7 days a week emergency maintenance line.

### Owners:

- Owner sets amount per month for repairs we can do without calling for approval.
- Owner sets tenant parameters.
- End of year Statement with 1099 including list of all expenses.

Please let us know of any special or specific requests. We will do our very best to accommodate your needs.

If you have any questions or would like to discuss anything, please feel free to email our office at [info@foothillspm.com](mailto:info@foothillspm.com) or call our office at 864-760-0661.