



All Service Property Management, Inc.  
8340 Vickers St. Suite A  
San Diego, CA. 92111  
[www.werentsd.com](http://www.werentsd.com) Tel: 858-569-6600 Fax: 858-565-6498

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## Policies and Procedures



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## **Policies and Procedures**

All Service Property Management follows a strict set of policies and procedures. This protects you and your property and provides you with the very best of service.

- **Rent Collection**

All rent is due on the 1<sup>st</sup> of each month and is considered late if received after 5:00 PM on the 3<sup>rd</sup>. Late notices are sent out on the 5<sup>th</sup> and removal proceedings are initiated if the tenant does not make immediate arrangements for payment. We feel that the collection of rent is one of our most important functions of managing your property. We have provided an online payment option through our website to facilitate easier, faster tenant payments.

- **Mortgage & Insurance Payments**

If you wish, we will make the mortgage payments (as well as homeowner association payments and other relevant property service payments) for you. Simply supply us with the necessary mortgage payment cards or coupons provided by your mortgage company or homeowners association. Payments can be deducted from your account balance automatically on a monthly basis. We will make the payments for insurance submitted to us; however, it is solely up to the homeowner to choose the type of insurance coverage they desire for their property...

If your property has a larger, consistently negative cash-flow each month; arrangements are needed to keep an additional minimum balance amount in the account.

- **Accounting Services**

Every transaction affecting your account balance is recorded and explained in detail. Our computerized accounting system enables you to see exactly what has transpired with your property on a monthly basis and your statements are accessible through our website.

Copies of all work orders and receipts are kept on file throughout the year and copies are sent to you along with your monthly statements. We will be happy to provide duplicate copies of this information at the end of the year to help you with your tax preparations.

In addition to monthly statements we also provide a complete account summary at the end of the year. This shows you each accounting transaction posted on your property during the year; i.e. total rent received, total mortgage payments made, total maintenance expenses, etc. These statements are specially designed to simplify the year-end tax preparation job for you and your accountant.



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- **Management Fees**

Our monthly management fee is payable when the rent payment is received. It is automatically deducted from your account at the time the rent payment is posted. However, since one of our jobs is to keep your property occupied, we will not deduct the monthly management fee if your property is vacant. We do not have a monthly minimum fee.

- **Leasing**

We want great tenants just as much as you do! We pride ourselves in the quality of tenants we are able to attract. Our extensive tenant screening and credit investigations help ensure this.

Vacancies are expensive for both of us. We make every effort to keep our vacancies to a minimum. Our aggressive marketing techniques allow your property to be presented to the largest possible market in the shortest possible time.

Tenants are required to complete a rental application and to provide credit information and references. As members of AOA, we run a total credit check on all prospective tenants.

Once a tenant's application has been approved, appointments are made to approve the actual lease agreement. We review the lease thoroughly with the tenant. This gives us the opportunity to answer any questions and to carefully explain the tenant's responsibilities as well as our company's policies and procedures. This attention to the tenants' needs greatly reduces misunderstandings and eliminates many potential problems before.

Prior to tenants' move-in, we conduct a complete inspection of the property and document the condition the property is in. We document the property again when the tenant moves out. We emphasize what we expect from the tenants at the lease signing. We find this helps develop a good working relationship with the new tenant and gives us the opportunity to encourage our tenants to take pride in their home.

Once again, we want great tenants just as much as you do! We pride ourselves in the quality of tenants we are able to attract.

- **Security Deposits**

For additional protection, appropriate security deposits are always collected upon completion of a rental application by a prospective tenant. Amount of deposits are based on monthly rental rate and the credit worthiness of the tenant. Applicants with pets may be required to pay an additional pet deposit if a pet is approved for the property and this deposit is not refundable.



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All security deposits are maintained in a trust checking account as required by state real estate regulations until they are either refunded to the tenant upon successful check-out inspection or are forfeited to cover damages caused by lease violations.

- **Property Inspections**

Our main job is to protect your investment property. We do this in two different ways. First, we make frequent drive-by inspections of your property. In addition, we make regular preventative maintenance inspections of the interior of the property. It is stated in the tenants' lease agreement that we have the right to make routine announced inspections. Tenants are always notified in writing of pending property inspections. Inspections are conducted with the tenant present. We look for discrepancies between their move-in inspection and the current condition of the property. At the same time we also check for preventative maintenance repairs.

- **Repairs & Maintenance Services**

Timely and competent maintenance is the key to protecting your investment. Our goal is to provide you with this important service at a reasonable price using only qualified personnel.

All repair and maintenance services are performed by independent, outside vendors and contractors, not by company employees. Each has been selected because of their ability to provide the best possible service at the best price.

You reserve the right to schedule and control any or all repair and maintenance responsibilities if you desire.

Routine repair and maintenance will be performed as needed and will be based on urgency and importance. For any major job, we usually obtain written estimates from three different companies, notify you, and obtain your approval before we proceed.

We ensure the quality of the work performed by making spot checks and follow-up inspections. You are further protected because each job is fully documented in writing, supported with receipts and on occasion with photographs.

- **Affiliations**

We are members of the National Association of Residential Property Managers, National Association of Realtors and California Association of Realtors.