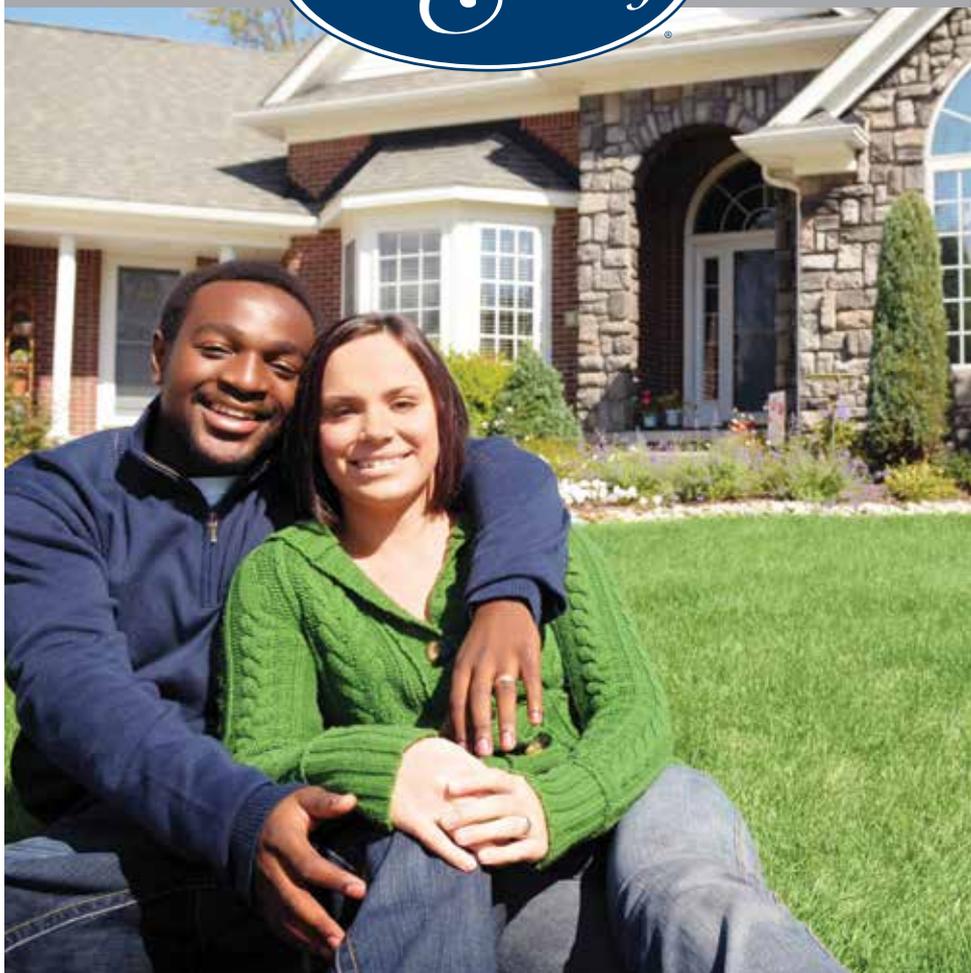


— *Property Management* —

HANDBOOK



ALL COUNTY® PROFESSIONAL PROPERTY MANAGEMENT



“*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.*”

Scott McPherson

Co-founder of All County® Property Management

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OUR MISSION

Our mission is to ensure that every property owner has a competent and honest professional to manage their most valuable asset.



ABOUT US

History

All County® is a full-service property management company with more than 20 years of experience. We specialize in unfurnished residential property management. We know that successful property ownership requires maintenance, marketing, legal expertise, tenant screening, real estate insight and 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, various local Boards of Realtors and Multiple Listing Service.

All County® is a licensed Real Estate Brokerage and carries errors and omission insurance, as well as liability insurance. We conduct all business in accordance with federal and state laws and the Fair Housing Act. We do not discriminate on the basis of race, creed, religion, age, sex, familial status, disability, national origin or any other protected status.

All County® Property Management is an Equal Housing provider.

Thank You

Welcome to All County® Property Management. Our goal is to alleviate the stress and hassle from the day-to-day management of rental properties and make them more profitable. We thank you for trusting us with the care and management of your property. At All County®, quality service is of the utmost importance. Our entire staff is dedicated to giving you the high-quality experience, dedication and dependable service you expect and deserve. Thank you for considering All County®. We look forward to working with you.



ABOUT US

Benefits

Property Management-Our Only Business

Residential management is our expertise. We do not sell real estate, therefore the management of a property is our only focus.

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, submit maintenance requests, and pay rent.

Friendly, Expert Staff

A dedicated employee is always available to answer your questions. Our managers are licensed, insured, 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.

Reasonable Rates

There are no hidden costs or transaction fees. Because of our success throughout the years, we are able to keep our fees low.

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 eighteen years of age and older.

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 monthly curb-side inspections and an annual interior inspection. During vacancies we execute weekly inspections.

Owner-Friendly Management Agreement

No restrictive clauses, hidden fees or costly termination clauses.



ABOUT US

Services

Marketing

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

Leasing

All County® 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:

- Civil search for any evictions or litigation
- Criminal search for any felonies
- Sexual predator search
- Terrorist Alert List
- Social Security number verification
- Credit check to determine how individual handles their obligations
- Employment verification
- Rental check for previous 5 years
- Cross reference addresses from application against credit report

All County® requires a 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 is usually equal to one month’s rent and 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 local and state laws. Tenant responsibilities are clearly defined, giving All County® the ability to enforce lease requirements.

Lease Renewals

All County® attempts to renew the lease with the current tenant at least 45 days prior to the expiration of the Rental Agreement, unless you instruct All County® in writing not to. If possible, we will renew the lease at an increased rent. We will NOT agree to lower the rent without your permission and will notify you as soon as we learn the property is becoming vacant. All County® will begin to immediately market the property for a new tenant if the current tenant is not renewing the lease, unless you instruct All County® in writing not to.

Tenants are required to give a 30-day notice prior to vacating. Once we receive a notice to vacate, we begin marketing the property immediately. Once the unit becomes vacant, we conduct a move-out inspection in which All County® will make any appropriate claims against the security deposit. We then make recommendations to the owner regarding any necessary repairs, and with approval and funds, begin making the unit ready for re-rental. This is also a good time to address any potential improvements or major repairs to the property.



Property Inspections

All County® 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. Once rented, All County® will conduct monthly curb-side inspections and interior inspections annually, or when we determine it necessary. For an additional fee, All County® can conduct a comprehensive interior/exterior inspection in a written report with photos and recommendations to the owner upon request.

Tenant Relations

All County® conducts our business relationships fairly and equally with all tenants. We make every reasonable attempt to collect rent in a timely manner as well as renew the lease with the current tenants at the same or higher rent amount. All County® expects all tenants to comply with all terms and conditions of the Rental Agreement. Tenants have the ability to pay their rent online through the All County® website. There, they can also submit maintenance requests, which are tracked daily.

In the unfortunate possibility of a tenant default, All County® is responsible for serving any applicable legal notices necessary to ensure compliance with the Rental Agreement. In addition, we can deliver late notices and direct attorneys to begin eviction action after the late notice expires, unless you instruct All County® in writing to delay a circumstance for any reason.

A tenant’s rent is due on the date indicated on the Rental Agreement. If needed, late notices will be sent out, which requires tenants to pay their rent within a specific number of days after the date it was delivered (excluding weekends and holidays). In the event rent is not received by the expiration of the late notice, All County® will have an attorney file eviction against the tenant. This normally takes between two to four weeks and typically costs the owner \$300-\$600 in legal fees.

Reporting to Owners

We know efficiency and time management are important to property owners. All County® 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. If preferred, documents can

also be mailed, along with the owner’s distribution check. In addition, we can also electronically deposit your distribution check directly into your bank account.

Repairs, Maintenance and Upgrades

All County® 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 all that is required to keep your property attractive and appealing, including utilities, maintenance, painting, and carpet cleaning, among other services. All County® only utilizes insured, licensed and qualified vendors for all repairs and maintenance. We can also draw from any forfeited security deposit funds to handle expenses previous tenants were responsible for.

Government Regulations

All County® 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.



FAQ

What do you charge?

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.

What areas do you service?

Cooper City, Davie, Fort Lauderdale, Hollywood, Weston, Plantation, Sunrise, Miramar, Pembroke Pines, Coral Springs, Coconut Creek, Margate, Boca Raton.

How is the management agreement established?

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.

What are your office hours?

We are open Monday through Friday from 8:30 am to 5:00 pm. We are also available on Saturday and Sunday for rental calls.

Can you deposit my checks directly?

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

How long will it take to get us a tenant?

The rental market is affected by supply and demand, in addition to price, location and condition. The listed item 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. Typically afterwards, a tenant will move in within 14-30 days after signing a lease.

What is your policy on animals?

Whether or not to accept animals is always 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 creditworthy, and if the pet meets the specifications for an additional deposit. Only small to medium-sized, non-aggressive, commonly domesticated animals would be considered. Certain breeds of dogs are not acceptable because of liability considerations. Farm animals are also not permitted.

What repairs are the tenants responsible for?

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. Owners are responsible if plumbing issues are a result of a crushed pipe or roots in the line. Pest control is a tenant's responsibility, except in multi-family units of more than four units. Lawn and pool care are negotiated on a case-by-case basis when applicable.

Can we use our own handyman?

Yes, however he must be licensed and insured in order for All County to make payment.

What kind of insurance do I need?

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 just verify with your insurance agent that you have the proper liability insurance. The limits should be in an amount of no less than \$100,000 per person and \$300,000 per occurrence. There is usually not a significant change in premiums.

If your investment property is a town home or condominium unit, do not assume you have the proper insurance. You need to have a separate liability policy (separate from the association) to make sure both you and your rental property are adequately protected.

What about fees if a tenant defaults?

If a tenant qualified by All County defaults within the first 6 months of the original lease term, we will not charge a fee to re-lease the property. If a tenant defaults after more than a 6 to 12 month lease term, we will charge 50% of our standard leasing fee.

HOW DO I GET MY PROPERTY READY FOR RENTAL?



- Carpet professionally cleaned with no odors and in good condition
- Premises interior and exterior should be in “move –in clean” condition
- All appliances and other systems related to the property should be in clean working condition and repair. This includes anything being conveyed with the property
- All plumbing and plumbing fixtures should be in good repair and working properly. No leaking pipes or running toilets
- All bathroom tiles should be in good condition with no loose tile and all cracks, corners and seams properly caulked
- Kitchen and bath counters and back-splashes should be in good condition and seams properly caulked
- All electrical outlets and switches need to be in good repair and have cover plates
- Interior paint should be fresh and in a neutral color
- Window treatments should be clean and in good working order or removed. It is not the landlord’s responsibility to provide window coverings on single family homes. They can be left for the convenience of the tenant, but have to meet the above requirements
- Smoke alarms must be properly installed and in working condition
- All light fixtures should have working light bulbs and be in proper working order
- Household rated fire extinguisher, properly serviced, and attached in the kitchen is strongly recommended
- Ceiling fans, if any, should also be clean, balanced and in good working condition
- Lawns should be mowed, free of any debris, edged, trimmed, shrubs trimmed, tree limbs cut away from house and irrigation system (if any) in good working order
- Well water and soft water systems, if applicable, should be in good condition, functioning and have chemicals added at the appropriate level
- House numbers three-inches high should be properly displayed on the front of the property, as well as affixed to the mailbox
- Roof should be in good condition with no leaks
- All debris, trash, and/or any discards should be removed from the premises, including the attic and storage sheds
- All exterior door locks should be in good working order with at least three sets of keys
- Exterior paint should be in good appearance without any significant fading, chalking, weathering or peeling
- Copies of all warranties, service contracts, termite and/or pest control contracts need to be provided to All County®

The purpose of this Property Owner's Handbook is to assist you in understanding the basic services that All County® provides.

Contact our office at (954) 278-3200
or email contact@allcountypm.com

We will be happy to provide you with a Management Agreement and start marketing your property today.

*Welcome to the
All County® Family!*

www.allcountypm.com

