



## ***PROPERTY MANAGEMENT SERVICES***

*“Because forming the right types of alliances in real estate means everything.”*

### ***The Rental Owner’s Hand Book*** ***Commercial Division***

*Powered by: All Realty Management, LLC.*  
*Revised 2014*

# Introduction

*“Money clings to the protection of the cautious owner who invests it under the advice of individuals wise in its handling. The person who seeks the advice of wise individuals skilled in handling money soon learns not to jeopardize their money but to preserve in safety and to enjoy in contentment its constant increase.”*

Our purpose for the “Property Owner’s Handbook” is to first help you, the property owner, better understand the administrative and management systems of All Realty Management. Second, it is to help provide valuable industry knowledge and insight. It is our pleasure to introduce you to our company and answer questions that involve our company or the industry as a whole. When property owners are provided with industry knowledge and tools, we have found it provides you with a greater understanding of the day-to-day operations of property management. This enables you to hold a property management company accountable for its performance, putting both parties on the same page and allowing for a greater working relationship.

Our business relationship is formed in writing between you, the property owner, and All Realty Management through a document called the “Management Agreement”. All procedures, terms, services, and conditions spelled out in this “Property Owner’s Manual” are subject to change, withdrawal or modification at any time and could take place without notice. You should look solely to your individual “Management Agreement” for actual services rendered.

Our team thanks you in advance for taking the time to understand our business. We look forward to serving you and your business.



**All Realty Management** IS AN EQUAL HOUSING PROVIDER.

All Realty Management does business in accordance with the Fair Housing Act and does not discriminate on the basis of race, creed, religion, age sex, familial status, marital status, disability, color, national origin, sexual orientation or any other protected classes.

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## All Realty Management Makes Investing & Owning Commercial Rental Property Easy

### How?

A big part of success in real estate, and in business in general, means forming the right types of alliances. Alliances increase strategic positioning and are used as a method to increase strengths, helping those parties involved reach their goals more efficiently and at a much quicker pace. At All Realty Management, we are committed to this philosophy. In fact we built our name on it.

**1. Each member of our team is a Certified Property Management Specialist™.**

One of our team's biggest strengths is that all team members have received their designation as a Certified Property Management Specialist™. This intensive training is only available from one of the most prestigious and recognized property management academies in Florida. This designation must be kept up to date annually, which keeps us current on legal and industry changes. This designation helps ensure that your property will be managed by a very elite group of well-trained property managers.

**2. Comprehensive tenant screening & qualification.**

One of the most powerful ways to reduce late rent, problem tenants and evictions is through proactive tenant qualification procedures. We understand that every landlord has different qualification standards for their tenants and we will modify our interview and application process to meet each owner's requirements. We also provide an in depth credit report and national criminal background check as part of the tenant's application fee. This information will then be discussed with you, the landlord, in order to establish whether this tenant is suitable for your building.

**3. Efficiency through property management software.**

Property management software is a cost saving tool for a rental investor owner. It provides accurate, efficient tracking of rents collected, late rents, vacancies, maintenance costs, and more. Rent Manager is the software of choice for our company. Rent Manager separates itself from other accounting programs because it is designed around rental properties. While off-the-shelf accounting programs may provide other property management companies with a balance sheet, profit and loss statement, aged receivables

and other financial reports, they do not include property-related reports such as a rent roll, vacancy listings or lease expiration reports. Rent Manager combines modern accounting and property management features to provide our team, and you, with an all-inclusive solution. This enables us to provide you with a wide range of detailed reports that will better enable you to track the performance of your investment.

**4. Easy communication.**

Available by telephone, fax, mail, email, or personal appointments our team is always ready to assist you.

**5. Experienced service personnel.**

Maintenance, repairs and other services are always performed by licensed and insured vendors. As part of our team's Certified Property Management Specialist™ training, we train to better monitor the work of vendors and also to implement our preventative maintenance program.

**6. Detailed property inspections.**

Properties are inspected on a weekly basis. This inspection is both structural and operational in nature. The inspections reveal if there is something in disrepair that needs to be attended to or if the tenants are following the terms set forth by their lease. Every month, we provide written comprehensive inspection reports including photos or video of your property. These services are performed by our Certified Property Management Specialist™ trained in preventative maintenance detection.

**7. Owner friendly management agreement.**

No restrictive clauses, no hidden fees for services, no difficult termination clauses. Just an easy to read and understandable Management Agreement.



## Frequently asked questions about All Realty Management

### ► **What makes All Realty Management different than any other?**

This is a very common question and we provide a very easy answer. Our team is the most well trained staff in the business. We also offer our Owner Workshop Program, a very unique training program that involves providing seminars to all our owners, which will cover topics like: Rental Investing 101™ (a comprehensive study of the current market conditions) and Building a Foundation in Property Management™ (a comprehensive study of all aspects of property management). These workshops are used as a tool to help you stay up to date with any industry changes that may impact your portfolio. This program will also allow you to gain industry knowledge to better help you gauge a property management or real estate company's level of service.

### ► **What types of properties does All Realty Management manage?**

We primarily focus our services in retail strip centers, office buildings, and industrial warehouses between 10,000 sf to over 100,000 sf. We also provide management for select multi-family properties.

### ► **What are the office hours of All Realty Management?**

We are open for business from 9:00am to 5:00pm weekdays. After hours and on weekends we always have an emergency contact on call and available.

### ► **How does All Realty Management handle emergencies?**

A big part of good landlord-tenant relations is availability and a timely response. Our company provides an on-call person 24 hours a day to handle emergencies. We have a preferred list of service vendors who will respond promptly to all emergencies.

### ► **How does All Realty Management perform our bookkeeping and reporting to property owners?**

With our specially designed property management software we are promptly able to send you detailed property reports periodically. Such reports are:

- Detailed profit and loss statement and comparison
- Fiscal year budget reports
- Detailed rent roll reports
- Security deposit reports
- Late rent report
- Unit available reports

**► Will All Realty Management deposit owner's checks directly into the bank?**

We will work with your existing operating account or open a separate operating account specifically for your property or portfolio of properties. We bank where you bank. All Realty Management is added as a signer to your existing operations account so there is no interruption with your current operations. We will then manage and maintain all financial records for your operations including monthly bank reconciliation reports. Owner payments are as easy as one simple balance transfer online. And for added security, only the owner has access to the transfers.

**► How much does All Realty Management charge for management services?**

Our fees are very competitive and include all aspects of managing your building. We charge a percentage of your rent at a fixed rate of 5%. Depending on the size or number of the buildings and to what extent they are leased this fee could be adjusted as necessary. Our leasing program's fee to find and place a qualified tenant is 6% of the gross value of the lease for Commercial and 8.33% of one year for Residential Listings. Our lease renewal fee to renew a lease with the current tenant is as low as 10% of one month's rent for Commercial and 20% of one month's rent for Residential.

There are a lot of property management companies that will advertise lower fees, but offer inferior services and often have hidden costs. Keep in mind, "*there are some who know the price of everything but the value of nothing*".

**► Does All Realty Management charge extra for overseeing maintenance repairs?**

No! This is part of our standard service to you, the owner, and is included in our management fees. We do not accept rebates from vendors, nor do we charge fees to tenants to oversee maintenance repairs.



## One More Thing That is Unique About All Realty Management

Sometimes property owners will commit to obligations they later regret because they are unfamiliar with evaluating Management Agreements or they have not taken sufficient time to review the document. Our practice has been to provide a copy of the Management Agreement to you for review before setting up a consultation. There are several ways our Agreement is unique and provides confidence and flexibility to you, the owner.

### **Management fees apply only when rent is collected.**

- We do not charge management fees when your property is vacant.
  - We do not charge management fees on uncollected rent.
  - We do not charge owners or tenants administrative fees to oversee maintenance repairs.
- Your success is important to us. Therefore, we only get paid when you get paid.

### **Easy termination policy.**

All Realty Management is about as easy and flexible as you will find anywhere. There are two provisions:

1. If we have managed the property less than six months, you may terminate our Management Agreement in writing, with sixty days notice, and the only cost is a nominal termination fee of \$300 (and management fees incurred during the time we managed the leased property including the 60 day notice period for services provided.)
2. If the property has been leased and we have managed it for more than six months, you may terminate in writing within sixty days notice without penalty. The only amount due would be the management fees for the time period our services were provided.

### **No management fees after termination.**

Many Management Agreements stipulate that if you terminate the agreement and the tenant remains in the property, you could owe fees to the former property manager as long as the tenant remains. The All Realty Management Agreement has no such clause. We will assign the Lease to you, the owner, or another property manager at no charge. We will only accept payment for the time period that our services were rendered.





## Frequently Asked Questions About Qualifying Tenants & Marketing the Rental Unit

### ► How long will it take to rent a property?

There are several factors that influence the rental market, such as location, property condition, and rental price. We will market the property in various ways including internet sites, web flyers, MLS, and site signage. Given the nature of the business, we can not guarantee a certain time period as there are just too many factors that are out of our direct control.

### ► How will All Realty Management market your rental unit?

Getting your property rented as soon as possible to a qualified tenant is one of our highest priorities. Lost rent because of unnecessary vacancies is cash-flow typically never recovered. Therefore, we use many methods of advertising to give your property the widest possible exposure. These include, but are not limited to:

- Internet

Photos and a full description of your property will be placed on several websites including the Multiple Listing Service. Prospective renters can access these sites and search by area to find exactly what they want. There is no additional fee for this service.

- Email Marketing

- Site Signs

One of our All Realty Management site signs will be placed on the property (*if permitted*) between two and four weeks prior to a vacancy, or immediately if your property is just being placed on the rental market with our company. *This service is provided at no additional charge to our Leasing Service.*

- Voice Mail

We will provide professional and trained answering services and voice mail to take inquiries about your property. This is more than just someone answering the phone. Our team has received specialized training to help us relate to a caller, identify their rental needs, encourage the caller to schedule an appointment at the property.

- We market with other real estate offices and rental locator services.

Your rental information will be shared with other real estate offices looking to locate rentals for their clients. Your property can be shared with rental locator services to attract

as much interest as possible if you wish. *Additional fees may be due to the locator service.*

**What happens if the tenant doesn't pay the rent?**

This is one of the most frequently asked questions by owners and the subject of greatest concern. When a tenant fails to pay the rent and remains in the rental unit, we begin the process to quickly have the tenant removed. Our trained team knows how to file the Florida required legal notices to prepare for an eviction process. We work closely with premier and experienced eviction attorneys to not only make sure you receive fast, excellent service but competitive fees.



# Your All Realty Management Property Management & Leasing Team

Victor A. Abreu, MBA, CPME, CPMS  
Owner, Property Manager, Broker  
Commercial Division

Jennifer F. Abreu  
Marketing Director

Javier Sotomayor  
Residential Leasing & Sales Manager  
Broker Associate Residential Division

Felipe Abreu  
Maintenance & Grounds Management

Joseph Bolufe  
Clerical Support



## The Property Owners Expectations - “Inspect What You Expect”

With our company you will always have the ability to inspect what you expect from us. This is accomplished many different ways. One common way is through our property management reporting system; your property’s performance can constantly be evaluated with these quick and easy reports.

Now it’s time to make your rental portfolio work for you. This is accomplished by allowing All Realty Management to help provide the tools, knowledge, wisdom and proper “alliances” necessary to profitably invest in rental property. We do this in many different ways. One way is to provide constant up-to-date educational courses, consultation and market reports to help provide you confidence by acting as a guide to help those who are new to rental investing. And for those who are veterans in the business, think of our company as water - providing you the ability to adapt by being able to flow in any direction the current or future market may lead us.

### **Marketing and leasing.**

**As an Investor/Owner you can expect our normal Leasing services to include:**

- Marketing and Leasing is done if you as the Landlord sign a separate Listing Agreement with All Realty Management. We will then place your property on the market and actively work with prospective tenants until your property is leased.

### **Lease renewals.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

Our renewal program will allow us to be proactive in renewing the tenant’s lease. We will have evaluated the current rental market to determine how much of an increase the current tenant can expect. If the tenant decides not to renew the lease, which is less than a 20% probability, we will be proactive in pre-leasing the rental unit at the current market rental rate.

### **Property inspection program.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- Our team will inspect your property at least once each week. This is included at no additional charge.
- Our team will conduct our “Inspect What We Expect Check List” which consists of walking the whole building to detect any damage. If damages are found then we will follow our system to properly inform you the landlord of repairs needed.
- If there is a major repair involved, we will gather proposals from three different vendors for the best possible price and terms.

### **Why we are the top in our industry.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

All Realty Management will follow a very innovative system model. This system model enables us to provide very dependable and predictable services to our clients. All of our team have studied and received our distinguished designation as Certified Property Management Specialists™. Our team is required to maintain this designation annually and required to complete six continuing education classes in industry related courses, provided by The Landlord Academy™.

### **Day to day operations.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- Our team will make owning rental property as an investment not only smart but easy. We will make every reasonable effort to collect the rent in a timely fashion; rent is due on the 1<sup>st</sup> day of the month and is considered late after the 5<sup>th</sup>.
- Through our experienced staff and our state of the art property management software we make responding to all tenant concerns and emergencies quick and efficient.
- Our team will make every reasonable effort to renew the Lease with the current tenant with an increase of rent to current market rental rate.

### **What if a tenant does not comply with the Lease Agreement or Rules and Regulations?**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- Our team will serve any applicable legal notice under Florida Landlord Tenant Law to ensure compliance with the Lease Agreement.

- Our team will make a follow-up visit to the rental property to determine whether or not the tenant has complied in a timely manner to any and all legal notice or letters, delivered by us.
- Our team personally delivers all notices and letters including the 3-day notice (Florida's legal notice required before an eviction for a non payment of rent can be filed.)
- Our team also works with the top landlord tenant eviction attorney's in Florida. They will assist in any eviction action taken against a delinquent or non complying tenant. This procedure will always be done in a timely fashion, unless directed by the owner to allow a delay.

### **Reporting to owners.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- Our team will prepare and email or fax a copy of any and all comprehensive statements along with the owner's distribution check no later than the 7th day of the month.
- Our state of the art property management software allows for many useful, detailed reports. Our team will fax or email the owner key reports they request once a month. *(Please visit the sample reports provided in the forms section of this manual.)*
- We also provide copies of all vendor invoices for expenses charged to your account.
- We will deposit your distribution check directly into your bank account if we have mutually agreed in writing to do so. Or, if we have been added as a signer on your operating account, your distribution can simply be transferred to your designated account.
- Our team will also send 1099 income Form and Profit & Loss statement at the end of each calendar year to assist you in your tax preparation.

# Commercial Rent Roll

Properties: Corporate Business Park

Results As of 8/1/2010

Customer	Unit	Square Feet	Pro Rata Share	Lease Start	Lease End	Security Deposit	Last Rent Increase	Rent Charges	Annual Rent Sq Ft	Operation Charges	Annual Operation Sq Ft	Total Charges	Annual Charges Sq Ft
<b>Corporate Business Park</b>													
Skyline Chili Corporate	100	2,500	7.81	01/01/08		0.00		1,495.00	7.18	-1,408.17	-6.76	86.83	0.42
CBD Data Solutions	101	2,500	7.81	06/01/07	06/30/11	0.00	04/01/10	1,595.00	7.66	2,885.38	13.85	4,480.38	21.51
Graeters Ice Cream	102	5,000	15.63	06/01/06	08/28/09	0.00		1,495.00	3.59	-6,316.32	-15.16	-4,821.32	-11.57
S. Cohn & Sons	103	3,000	9.38	01/01/08		0.00		1,495.00	5.98	-4,652.44	-18.61	-3,157.44	-12.63
Rothchild Investments	104	2,500	7.81	01/01/08		0.00		1,495.00	7.18	-2,058.17	-9.88	-563.17	-2.70
Smith & Sons	105	1,500	4.69	01/01/08		0.00		1,495.00	11.96	-1,934.89	-15.48	-439.89	-3.52
Davis Brothers	106	2,000	6.25	03/01/04	06/30/11	0.00		1,495.00	8.97	-2,135.41	-12.81	-640.41	-3.84
Supernet	107	2,500	7.81	01/01/08		0.00		1,495.00	7.18	-2,058.17	-9.88	-563.17	-2.70
Some Wireless Compan	108	6,500	20.31	01/01/08		0.00		1,495.00	2.76	-8,051.21	-14.86	-6,556.21	-12.10
Harley Mortgage	109	2,500	7.81	01/01/08		0.00		1,495.00	7.18	-558.17	-2.68	936.83	4.50
Property Specialists	110	1,500	4.69	01/01/08		0.00		1,495.00	11.96	-1,434.89	-11.48	60.11	0.48
<b>Total for Property</b>		<b>32,000</b>				<b>0.00</b>		<b>16,545.00</b>	<b>6.20</b>	<b>-27,722.46</b>	<b>-10.40</b>	<b>-11,177.46</b>	<b>-4.19</b>

## Report Summary

Total Possible Rent:	16,545.00
Vacancy Rent:	0.00
Occupied Unit Rent:	16,545.00
# of Units:	11
Vacant Units:	0
Occupied Sq Ft:	32,000
Occupancy %:	100.00%

# Profit & Loss

Properties: Sample Apartment Complex

Period 09/01/05 - 09/30/05 (cash basis)

## INCOME

4100 Rental Income	
4101 Rents Received	21,225.47
4102 Pet Fees	140.00
4103 Late Fees	1,850.00
4104 Storage Fees	105.00
4140 Concessions	
4141 Employee Discounts	-100.00
4140 Total Concessions	<u>-100.00</u>
4100 Total Rental Income	23,220.47
4200 Other Property Income	
4205 Maintenance	400.00
4209 Misc Income	<u>25.00</u>
4200 Total Other Property Income	425.00
4300 Utility Income	
4301 Water & Sewer	86.96
4302 Electric	<u>36.25</u>
4300 Total Utility Income	<u>123.21</u>
<b>TOTAL INCOME</b>	<b>23,768.68</b>

## EXPENSE

5000 General Expenses	
5012 Telephone	250.00
5013 Wages, Salary	<u>4,500.00</u>
5000 Total General Expenses	4,750.00
5100 Repairs & Maintenance	
5104 Maintenance	550.00
5105 Cleaning	<u>400.00</u>
5100 Total Repairs & Maintenance	950.00
5200 Utilities	
5201 Water & Sewer	200.00
5202 Gas & Electric	<u>850.00</u>
5200 Total Utilities	1,050.00
5900 Insurance	<u>1,000.00</u>
<b>TOTAL EXPENSE</b>	<b>7,750.00</b>

## NON OPERATING EXPENSE

5006 Mortgage Expense	<u>550.00</u>
<b>TOTAL NON OPERATING EXPENSE</b>	<b>550.00</b>

## NET INCOME SUMMARY

Income	23,768.68
Expense	-7,750.00
Other Income & Expense	<u>0.00</u>
Net Operating Income	16,018.68
Non Operating Expense	<u>-550.00</u>
<b>NET INCOME</b>	<b><u>15,468.68</u></b>



## Premiere Management Company

1008 Hormel Lane  
Loveland, OH 45140

Akiko Kubo  
120 Diana Ave.  
Indianapolis, IN 95037  
555-221-4208

### Owners Statement

Ownership: 1010 Eleanor Avenue  
For the period 7/1/2010 - 7/31/2010

	<u>Current</u>	<u>YTD</u>
<i>Beginning Bank Balance</i>	1,500.00	1,500.00
<b>Income</b>		
Rental Income	1,300.00	9,100.00
	<u>1,300.00</u>	<u>9,100.00</u>
<b>Expense</b>		
Management Fees	130.00	910.00
Pest Control	0.00	100.00
	<u>130.00</u>	<u>1,010.00</u>
<b>Net Income/Loss</b>	<b>1,170.00</b>	<b>8,090.00</b>
<b>Other Transactions</b>		
Paid to owner	-1,170.00	-8,090.00
Net Change in Security Deposits	0.00	0.00
	<u>-1,170.00</u>	<u>-8,090.00</u>
<i>Ending Bank Balance</i>	1,500.00	1,500.00
<b>Cash Requirements</b>		
Reserve Amount:	200.00	
Security Deposits Held:	<u>1,300.00</u>	
<b>Total Requirements</b>	1,500.00	

#### COMMENTS

We appreciate your business

# Receipts Breakdown

All Properties

Dates from 7/1/2002 to 9/4/2002

Customer	Acc.	Unit	Unit Type	CP	FE	PF	RC	SS	ST	WD	P+	+SS	Total
<b>LakeView Estates</b>													
April Andersen	70	076	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
David Andrews	54	058	SS	15.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	280.00
James Babbitt	71	077	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Robert Bean	34	35	MS	0.00	0.00	20.00	265.00	20.00	0.00	0.00	0.00	0.00	305.00
Howard Beare	32	33	MS	0.00	0.00	20.00	265.00	20.00	0.00	0.00	0.00	0.00	305.00
Randolf Berry	45	49	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Mike Biakamatuka	76	081	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Mary Bigglesworth	81	087	SS	0.00	0.00	20.00	245.00	20.00	0.00	0.00	0.00	0.00	285.00
Janice Blakely	33	34	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Catherine Boltz	57	060	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Clifford Bortz	35	36	MS	15.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	300.00
Marcus Chapman	31	31	MS	0.00	0.00	0.00	530.00	40.00	0.00	0.00	0.00	0.00	570.00
Conseco	24	25	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Conseco	25	26	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Conseco	72	078	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Conseco	74	080	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Conseco	91	098	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Victor Creed	97	105	SS	15.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	280.00
Joseph Crunch	46	50	MS	0.00	0.00	0.00	265.00	20.00	0.00	25.00	0.00	0.00	310.00
Horace Davies	102	111	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Kevin Davis	27	27	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
John Doerman	29	29	MS	15.00	0.00	0.00	265.00	20.00	25.00	0.00	0.00	0.00	325.00
Kurt Donely	68	074	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Matt Dryden	83	089	SS	0.00	0.00	0.00	245.00	20.00	0.00	25.00	0.00	0.00	290.00
Ralph Edmunds	96	104	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Sherman Edwards	78	084	SS	15.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	280.00
Fair Finance	59	064	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Fidelity Finance	26	32	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
James Foley	61	067	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Wayne Ford	44	48	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Gretchen Fritz	20	21	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Joan Geurinas	52	056	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
Charles Grant	85	091	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Sheila Grey	8	08	MS	0.00	47.77	0.00	265.00	20.00	0.00	25.00	0.00	0.00	357.77
David Hammon	55	065	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
John Hanover	7	07	MS	0.00	40.86	0.00	265.00	20.00	0.00	0.00	0.00	0.00	325.86
Billy Hargrove	19	20	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Dave Hartman	21	22	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Daniel Hope	93	101	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Herbert Huesmann	16	16	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Dan Humphrey	13	13	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Rachel Hurtt	53	057	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Martha Ingles	51	055	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Patti Jacobs	39	41	MS	0.00	0.00	20.00	265.00	20.00	0.00	0.00	0.00	0.00	305.00
Maxwell Johnston	15	15	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Tom Jones	73	079	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Dave Jones	88	094	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00

Customer	Acc.	Unit	Unit Type	CP	FE	PF	RC	SS	ST	WD	P+	+SS	Total
Jona Katrell	48	052	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Danny Katzenmoyer	90	097	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Betty Keeney	86	092	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
John Kelley	2	02	MS	15.00	53.03	0.00	265.00	20.00	0.00	25.00	0.00	0.00	378.03
Hector Kiev	67	073	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
Mack Kingsley	6	06	MS	0.00	49.32	0.00	265.00	20.00	0.00	0.00	0.00	0.00	334.32
Richard Klein	36	37	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Todd Kojo	95	103	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
Chris Krieger	103	112	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Linda Lee	77	083	SS	15.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	280.00
Mark Lieberwitz	49	053	SS	0.00	0.00	20.00	245.00	20.00	0.00	0.00	0.00	0.00	285.00
Andrew lipowitz	5	05	MS	0.00	44.15	0.00	265.00	20.00	0.00	25.00	0.00	0.00	354.15
Diane Logan	98	106	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Martin Longsview	40	42	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Jose Louise	47	051	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Bo Lukens	14	14	MS	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00	100.00
Brooke Lynn	100	108	SS	0.00	0.00	0.00	245.00	5.00	0.00	0.00	0.00	0.00	250.00
Marsha Mahnord	9	09	MS	0.00	44.96	0.00	285.04	20.00	0.00	0.00	0.00	0.00	350.00
Cheryl Marksberry	28	28	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Fred Marshall	65	071	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Damian Martinez	42	44	MS	0.00	0.00	0.00	265.00	20.00	0.00	25.00	0.00	0.00	310.00
Brady McCleelum	101	110	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Bob McMasters	60	066	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Clarissa Meyer	12	12	MS	15.00	0.00	20.00	265.00	20.00	0.00	25.00	0.00	0.00	345.00
Jeannie Mogul	41	43	MS	0.00	0.00	0.00	265.00	20.00	0.00	25.00	0.00	0.00	310.00
Thomas Moore	37	38	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Mike Moore	64	070	SS	0.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	310.00
Hugh Morris	10	10	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Kylie Morten	82	088	SS	15.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	305.00
Curtis N'Gyung	63	069	SS	0.00	0.00	20.00	245.00	20.00	0.00	0.00	0.00	0.00	285.00
Jacob Parsons	4	04	MS	0.00	33.19	20.00	265.00	20.00	0.00	0.00	0.00	0.00	338.19
Mathew Parsons	22	23	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Diane Peterson	23	24	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
MaryAnne Richtor	17	18	MS	0.00	0.00	20.00	265.00	20.00	0.00	0.00	0.00	0.00	305.00
Jesse Robinson	58	062	SS	0.00	0.00	0.00	260.00	20.00	0.00	0.00	0.00	0.00	280.00
Debra Scott	38	39	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Tommy Skendrovich	50	054	SS	15.00	0.00	20.00	245.00	20.00	0.00	25.00	0.00	0.00	325.00
Landon Smith	11	11	MS	0.00	0.00	0.00	265.00	20.00	0.00	0.00	0.00	0.00	285.00
Robert Smith	18	19	MS	0.00	0.00	0.00	265.00	20.00	25.00	0.00	0.00	0.00	310.00
Carlos Smith	84	090	SS	15.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	280.00
Andy Smithers	99	107	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Mark Spence	62	068	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Elliot Stevens	69	075	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	5.00	270.00
Connor Stevens	89	095	SS	0.00	0.00	0.00	255.00	20.00	25.00	0.00	0.00	0.00	300.00
Jake Stuart	80	086	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Donald Truit	92	099	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Chuck Trunick	104	114	SS	0.00	0.00	0.00	245.00	20.00	0.00	0.00	0.00	0.00	265.00
Earl Wagner	56	059	SS	0.00	0.00	20.00	245.00	15.00	0.00	0.00	0.00	0.00	280.00
Carol Williams	87	093	SS	15.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	305.00
Betty Williams	94	102	SS	0.00	0.00	0.00	200.00	0.00	0.00	0.00	0.00	0.00	200.00
Janette Wilson	3	03	MS	0.00	72.53	20.00	265.00	20.00	0.00	0.00	0.00	0.00	377.53
Blaire Winslow	66	072	SS	0.00	0.00	0.00	245.00	20.00	25.00	0.00	0.00	0.00	290.00
Mark Wiseman	43	45	MS	0.00	0.00	0.00	265.00	20.00	0.00	25.00	0.00	0.00	310.00
<b>Overall Total</b>				<b>180.00</b>	<b>385.81</b>	<b>360.00</b>	<b>25480.04</b>	<b>1960.00</b>	<b>275.00</b>	<b>400.00</b>	<b>0.00</b>	<b>5.00</b>	<b>29045.85</b>
<b>Overall Counts</b>	<b>100</b>	<b>100</b>		<b>12</b>	<b>8</b>	<b>18</b>	<b>102</b>	<b>99</b>	<b>11</b>	<b>16</b>		<b>1</b>	

# Receipts Breakdown (Summary)

Totals for 100 customers

Charge Type	Description	Customers	% Charged	% of Total \$	Amount
CP	Covered Parking	12	12.0%	0.6%	180.00
FE	Florida Gas and Electric	8	8.0%	1.3%	385.81
PF	Pet Fees	18	18.0%	1.2%	360.00
RC	Rent Charge	102	102.0%	87.7%	25,480.04
SS	Sanitation Services	99	99.0%	6.7%	1,960.00
ST	Storage Fees	11	11.0%	0.9%	275.00
WD	Washer & Dryer	16	16.0%	1.4%	400.00
P+	Unallocated prepay	0	0.0%	0.0%	0.00
+SS	(Prepay) Sanitation Services	1	1.0%	0.0%	5.00
<b>Total Amount:</b>					<b>29,045.85</b>

## Receipts / Deposits Reconciliation

Deposits that contain receipts from the report:

Deposit #	Date	Bank Account	Total Deposit	From Receipts
<b>Deposits during 07/01/02 - 09/04/02</b>				
1	7/8/2002	Bank of America Checking Account	2,997.87	5,207.77
1	7/11/2002	Bank of America Checking Account	2,260.00	5,207.77
2	7/23/2002	Bank of America Checking Account	23,553.08	23,553.08
3	9/4/2002	Bank of America Checking Account	285.00	285.00
				<b>34,253.62</b>
<b>Total Deposited:</b>				<b>34253.62</b>
Receipts not deposited when the report was ran:				0.00
				<b>34253.62</b>

# Security Deposit Detail

Properties: Apartment Complex

Thursday June 3,2004

Customer Name	Account	Unit	Phone	Address	Move In	Move Out	Deposits Charged	Deposits Received	Deposits Refunded	Deposits Held
<b>Apartment Complex</b>										
Test test	178				03/01/04		250.00	250.00	250.00	0.00
James Parsons	112	01 A		19 Westwood 01 A	10/01/01		250.00	250.00	250.00	0.00
Marsha Smith	113	01 B		19 Westwood 01 B	08/01/01		350.00	350.00	350.00	0.00
Earl Widergren	160	01 C		19 Westwood 01 C	02/25/03		1,000.00	1,000.00	0.00	1,000.00
Michael Rodriguez	115	02 A		19 Westwood 02 A	05/01/99		100.00	100.00	100.00	0.00
Tim Blake	116	02 B		19 Westwood 02 B	07/01/98		1,450.00	1,450.00	450.00	1,000.00
Brandy Jones	118	02 D		19 Westwood 02 D	10/01/01		250.00	250.00	250.00	0.00
Donna Patton	161	03 A		19 Westwood 03 A	04/01/03		200.00	200.00	0.00	200.00
Mike Thomas	119	03 B		19 Westwood 03 B	02/01/01		350.00	350.00	350.00	0.00
Blair Engles	121	04 A		19 Westwood 04 A	02/01/02		99.00	99.00	0.00	99.00
Daniel Dugins	122	04 C		19 Westwood 04 C	01/01/02		500.00	500.00	500.00	0.00
John Cooley	148	04 D		19 Westwood 04 D	11/18/02		500.00	500.00	500.00	0.00
Gregory Heckles	124	05 B		19 Westwood 05 B	01/01/02		250.00	250.00	250.00	0.00
Edward Insprian	125	06 A		19 Westwood 06 A	01/01/02		100.00	100.00	0.00	100.00
Mark Movish	126	06 B		19 Westwood 06 B	01/01/02		350.00	350.00	0.00	350.00
Samuel Guthrie	127	07 B		19 Westwood 07 B	01/01/02		350.00	350.00	0.00	350.00
Sandy Keshvihan	128	08 A		19 Westwood 08 A	03/01/97		599.00	599.00	0.00	599.00
Charlie Apegian	153	08 B		19 Westwood 08 B	11/18/02		500.00	500.00	0.00	500.00
Xavier Thomas	129	08 D		19 Westwood 08 D	03/01/99		250.00	250.00	0.00	250.00
Stuart Chowning	137	10 D		19 Westwood 10 D	11/01/02		500.00	500.00	500.00	0.00
April Andersen	70	11 A	513-683-5824	19 Westwood 11A	05/01/02		1,300.00	1,300.00	300.00	1,000.00
Jamal Anderson	152	14 C		19 Westwood 13 A	11/18/02		500.00	500.00	0.00	500.00
<b>Totals for Apartment Complex</b>							<b>9,998.00</b>	<b>9,998.00</b>	<b>4,050.00</b>	<b>5,948.00</b>
<b>Customers Listed: 22</b>							<b>9,998.00</b>	<b>9,998.00</b>	<b>4,050.00</b>	<b>5,948.00</b>

# Vacancy Report

All Properties

As Of Sunday May 25, 2003

Unit	Unit Type	Address	Comment	Square Feet	Days Vacant	Rent
<b>Cobblestone Grove</b>						
01 C	2B	19 Westwood 01 C		0	--	599.00
03 A	1B	19 Westwood 03 A		0	--	549.00
07 A	1B	19 Westwood 07 A		0	--	549.00
07 C	2B	19 Westwood 07 C		0	--	599.00
09 B	1B	19 Westwood 09 B		0	--	549.00
10 C	2B	19 Westwood 10 C		0	--	599.00
11 A	1B	19 Westwood 11 A		0	--	549.00
11 C	2B	19 Westwood 11 C		0	--	599.00
11 D	1Bd	19 Westwood 11 D		0	--	589.00
12 C	2B	19 Westwood 12 C		0	--	599.00
13 D	1Bd	19 Westwood 13 D		0	--	589.00
14 C	2B	19 Westwood 14 C		0	--	599.00
15 C	2B	19 Westwood 15 C		0	--	599.00
<b>Vacant units in Cobblestone Grove: 13</b>						<b>7,567.00</b>
<b>LakeView Estates</b>						
40	MS	11999 Lakeview Dr. #40		0	--	265.00
46	MS	11999 Lakeview Dr. #46		0	--	265.00
47	MS	11999 Lakeview Dr. #47		0	--	265.00
061	SS	11999 Lakeview Dr. #061		0	--	245.00
063	SS	11999 Lakeview Dr. #063		0	--	245.00
082	SS	11999 Lakeview Dr. #082		0	--	245.00
096	SS	11999 Lakeview Dr. #096		0	--	245.00
100	SS	11999 Lakeview Dr. #100		0	--	245.00
109	SS	11999 Lakeview Dr. #109		0	--	245.00
113	SS	11999 Lakeview Dr. #113		0	--	245.00
115	SS	11999 Lakeview Dr. #115		0	--	245.00
<b>Vacant units in LakeView Estates: 11</b>						<b>2,755.00</b>

**Total Vacant Units: 24**

**Total Vacancy Rent: 10,322.00**

# Lease Expiration Report

All Properties

For dates before 09/04/2003

<u>Customer Name</u>	<u>Account</u>	<u>Unit</u>	<u>Unit Type</u>	<u>Phone</u>	<u>Address</u>	<u>Lease Start</u>	<u>Lease End</u>
<b>LakeView Estates</b>							
April Andersen	70	076	SS		11999 Lakeview Dr. #076		09/04/2003
David Andrews	54	058	SS		11999 Lakeview Dr. #058		09/01/2003
James Babbitt	71	077	SS		11999 Lakeview Dr. #077	09/01/2002	09/01/2003
Robert Bean	34	35	MS		11999 Lakeview Dr. #35		09/04/2003
Howard Beare	32	33	MS		11999 Lakeview Dr. #33		09/04/2003
Randolf Berry	45	49	MS		11999 Lakeview Dr. #49		09/01/2003
Mike Biakamatuka	76	081	SS		11999 Lakeview Dr. #081		09/01/2003

**Total accounts listed for LakeView Estates: 7**

**Total Accounts Listed: 7**

### **What about maintenance and upgrades?**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- Our team will consult with you, the property owner, in advance regarding any expenditure to the property that would exceed \$250, **unless it is an emergency affecting the safety health of the tenant, or the integrity of the property.** We will obtain written permission to proceed with any property expenditure exceeding \$250, unless it's an emergency.
- Arranging and authorizing services, necessary to maximize the property's appeal to prospective tenants, thus expediting leasing a minimizing vacancy time. Examples would include: utilities, maid service, carpet cleaning, lawn service, pool services, painting and minor repairs.
- We will draw from any available forfeited security deposit funds to address expenses that were the previous tenant's responsibility.
- We will change the locks between tenants residency as needed.
- We also will only use properly licensed and insured vendors who are highly qualified and have experience dealing with the rental industry to perform the work on your property.

### **We comply with local state and governmental regulations.**

**As an Investor/Owner you can expect our normal Property Management procedures to include:**

- We comply with local, state and federal FAIR HOUSING laws and ordinances.
- We comply with FLORIDA STATUTES LANDLORD TENANT LAW.
- We also comply with U.S. EPA requirements regarding lead-based paint disclosure.
- We also comply with all other applicable laws and ordinances, whether local, state or federal, that may affect the management of residential rental property.
- We will also make it company policy for all "Team Members" to carry the Certified Property Management Specialist™ designation from The Landlord Academy™, an academy recognized as one of the top academy's in Florida for providing landlord and rental investor courses. This insures that the above mention items are not only understood but carried out. This includes intensive and ongoing training in Fair Housing Law.





## Brief Closing

Thank you for allowing us this time to introduce our revolutionary new property management company to you. We hope this Rental Owner Hand Book has helped you better understand how to evaluate a property management company, as well as provide you very important industry knowledge. At All Realty Management our main focus is to maximize your income and minimize your expenses through a strategic alliance between you and our team.

We would consider it a privilege to help you continue to grow your real estate portfolio.

### **Let's get started!**

To move forward Please contact Victor A. Abreu, MBA, CPME, CPMS at: 786-298-7240

And remember,

*“Money clings to the protection of the cautious owner who invests it under the advice of individuals wise in its handling. The person who seeks the advice of wise individuals skilled in handling money soon learns not to jeopardize their money but to preserve in safety and to enjoy in contentment its constant increase.”*