



Office: 970-874-6909

Fax: 970-874-3894

info@theatchleygroup.com

1109 Main St. Delta, CO 81416



## INTRODUCTION

RE/MAX Today Property Management offers you a superior degree of customer service. We specialize in the management of single family residences, townhomes and apartment complexes. Our dedication and organized approach has earned us a quality reputation with colleagues and tenants.

At RE/MAX Today Property Management, we are dedicated to preserving and protecting our owner's properties in every way possible. We strive to please our tenants so they better maintain their rentals and extend their leases. RE/MAX Today Property Management has the experience, technology and integrity that sets us apart from the rest.

*Your property is our priority.*

## OUR FEES

As a full service property management company, our management fees are not based on strictly collecting rent and finding a tenant. We work to be the most helpful, courteous and professional property managers available. Below is a detailed list of all the services that we provide to property owners.

We charge 11% of the rented property. We do not charge a vacancy fee. Additional fees may apply if we are responsible for providing copies of keys, batteries for smoke and or carbon monoxide detectors. The following is included in that percentage:

### *Advertising:*

#### Print Advertising:

- *The High Country Shopper*: a leading newspaper publication that is a dependable resource for our area.
- *Tickles & Bits*: a newsletter that can be found in the majority of Delta County businesses and restaurants. One rental is featured in detail each month. We are the only property management company to advertise in this quality newsletter.
- *Real Estate Today Magazine*: a high quality marketing tool that features properties on the Western Slope. This complimentary magazine can be found throughout Colorado. We've even been known to receive rental calls from potential tenants passing through DIA (Denver International Airport).

#### Online Advertising:

We target tenants with our exclusive online marketing. Nearly every potential renter will start their search online, which is why we spend countless hours ensuring we have the best and easiest websites.

- *www.TheAtchleyGroup.com*: our personal website, allows tenants to see all our available rentals, complete with multiple pictures and property information.
- *www.DeltaBrokers.com*: our RE/MAX Today website has a dedicated rental section that allows future tenants the opportunity to view available rentals online, complete with pictures and a descriptive text. We refer almost everyone to this website.

### Tenant Placement:

- Once a tenant calls about a rental we show the property. If they show interested, we start the application process.
- Tenants are notified upfront that a credit, background and eviction check will be required. We thoroughly search their credit history looking for past due bills and collections as well as checking for criminal history and past evictions. This report also includes detailed information regarding previous addresses and rental history.
- Reference checks: we call all the listed references provided by the applicant and verify their rental history, background, housekeeping and yard care skills.
- After tenants provide all the necessary payment verification as well as the credit and background information, we call the owner to discuss the application at hand and help the owner make an informed decision that best fits their needs.

### Property Maintenance:

- If a problem arises at the property we are the first contact for the tenant. Per the owner's instructions, we will handle the issue as you request. We call the necessary vender and make the proper arrangements to resolve the situation. We also have an approved contractor list if the owner doesn't have a preference.
- Property Drive By's: we frequently drive by all rental properties to ensure the tenants are taking proper care of the exterior of the property including the landscaping. If something isn't to our standards, the tenants are immediately notified to correct the situation.
- Walk through appointments: every few months we schedule an appointment with the tenant to walk through the interior and exterior of the home to verify that the property is in the condition in which the owner left it.

### Property Cleaning:

- We pride ourselves on our clean rentals and often receive compliments from potential tenants on the cleanliness of our properties. We set the standard from the beginning and require the tenants to leave the property in the same condition in which they started, or else it's on their dime to get it back to our standards. From carpet cleaning to ceiling fans, we require it all to be spotlessly clean.

### Online Banking:

- We are proud to announce that we have an online management software that allows us to collect rent online, communicate with the tenants and owners through their own online portal, respond to maintenance requests and pay our owners directly into their preferred bank account.

Feedback from this system has been very positive. Owners and tenants are taking advantage of this fabulous software program.

### **CLOSING REMARKS**

RE/MAX Today Property Management knows the importance of maintaining and keeping a watchful eye on every owner's property. We know it's not only your home, but we respect your investment. We're here to help you manage it to its fullest potential.

*Your property is our priority.*

Our Warmest Regards,



Pam, Shayna & Linda  
RE/MAX Today Property Management

970-874-6909