



Providing an exceptional experience for owners and tenants.



Call or Text:
(970) 225-5151



Email:
office@c3-pm.com



Visit:
4864 Thompson Pkwy,
Johnstown, CO 80534



MEET THE *Team*



Ben Wishart

Managing Broker/
Partner

Ben has been a licensed real estate broker since 2015, with a focus on investment real estate and rental property management.



Jessica Davis-Ortiz

Operations Manager

Jessica uses her experience with property management and customer service to oversee the daily operations and communication with owners, tenants, and vendors.



Rachel Snow

Office Administrator

Rachel brings her customer service and business experience to the team to help with communications and coordination for our clients.



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CHARACTER | CULTURE | COMMITMENT



OUR SERVICES

FULL-SERVICE PROPERTY MANAGEMENT

We are committed to providing an exceptional experience for owners and tenants! Our goal is to make owning a rental as easy as possible by handling late night calls, resolving tenant headaches, and providing regular accounting and reporting. We want you to rest easy with the best management team in Northern Colorado!

SERVICES INCLUDED:

- Free rent estimate based on market conditions.
- Rent-ready inspection, maintenance, and cleaning coordination.
- Professional advertising, photography, and online marketing syndication.
- Tenant screening, lease signing, and tenant management.
- Rent collection and rent disbursements to owners by direct deposit.
- Rent increases as appropriate to keep up with market rent rates.
- Coordination of maintenance and workorders.
- Consistent communication with tenants and owners.
- Documentation of income and expenses and 1099 tax reporting.
- Online access to invoices and account statements.

Typical cost for full-service management is a one-time startup fee of 50% of one month's rent, 8-12% per month for ongoing management, and a \$250 flat fee for lease renewals and new leases.

ONE-TIME TENANT PLACEMENT

We understand that finding great tenants can be the most challenging part of owning a rental. If you want to be hands-on with management but need help with finding a great tenant, we offer a One-Time Tenant Placement service.

SERVICES INCLUDED:

- Free rent estimate based on market conditions.
- Rent-ready inspection, maintenance, and cleaning coordination.
- Professional advertising, photography, and online marketing syndication.
- Communication and follow-up with inquiries.
- Pre-screening of criteria before showings.
- Showings, including evenings and weekends.
- Tenant screening including credit, criminal background checks, employment and income verification, and landlord references.
- Coordination of lease signing.
- Move-in documentation with extensive photos.
- Coordination of deposits and move-in rent.

Typical cost for One-Time Placement is 100% of one month's rent, due upon successful execution of the lease. Applications, lease documents, move-in documentation, and security deposit will be delivered to owner upon tenant move-in, and owner is responsible for ongoing management.

FREQUENTLY ASKED QUESTIONS

01 What services do you provide as a property management company?

We handle coordinating property preparation, professional marketing, tenant screening, leasing, rent collection, maintenance, lease enforcement, and financial reporting.

02 What properties and areas do you manage?

We focus on quality properties in Loveland, Fort Collins, Windsor, Johnstown, and nearby cities. We manage single-family homes, townhomes, condos, and some multi-family units.

03 How long does it take to find a tenant?

Timing to find a tenant varies by property type, season, and goals. When a property is vacant, rent-ready, and priced appropriately, we usually find a great tenant within 30 days, and have a new lease start in 30-60 days from the start of advertising. We work with landlords to focus on your goals for timing and maximizing the total rent for the lease term by factoring in the monthly rent and anticipated vacancy time.

04 When is the best time to rent a home?

There is no "right" or "wrong" time to rent a home, but different seasons impact the market. Spring and summer months are historically busier, which improves the chance of finding a tenant quickly and getting the top-market rate but can cause delays for maintenance and updates due to busy vendors. Fall and winter often take longer to find a great tenant, but have quicker response time for property improvements, and lower turn-over rates for leases that end during colder months.

05 How do you screen potential tenants?

We conduct background checks, credit checks, income and employment verification, and rental history with landlord references. We comply with all Fair Housing laws and work hard to find tenants who are a great fit for the property and goals of the landlord.

06 How do you handle maintenance requests and emergencies?

Tenants can submit requests 24/7 through our online portal or contact us by call or text to our office phone. We prioritize urgent issues and use vetted contractors to ensure prompt, quality repairs with good customer service to tenants.

07 Who handles repairs on the property?

We work exclusively with insured, licensed (as appropriate), and reliable vendors for all maintenance and repair needs. Our team provides coordination and communication during repairs. Property owners are welcome to complete work themselves when a property is vacant prior to the start of advertising.

08 Do you charge markups for maintenance or walkthroughs?

We waive all maintenance supervision fees when we are working with our regular vendors and funds are available to pay bills when they are due. We hold a maintenance reserve fund for each property to pay normal bills, and our regular vendors provide up to 30 days for payment after work is completed. We charge a 10% markup on maintenance invoices if we need to establish a new vendor relationship or funds are available from the landlord when bills are due. The maintenance reserve fund is replenished each month if needed prior to a disbursement being made to the property owner.

09 Will you call me any time work is needed at the property?

We establish a pre-approved amount for non-emergency expenses and set up a reserve fund for each property to pay bills as needed. In the event of an emergency, we will use our best judgement to minimize damage to the property, avoid danger for occupants, and minimize unnecessary expenses for the owner. We contact owners as soon as reasonably possible during an emergency and contact owners prior to non-emergency repairs that exceed the pre-approved expense threshold. We will provide invoices and information on maintenance expenses with the monthly statement.

10 Will you work with my home warranty for repairs?

Most of the time, we are unable to work with home warranties for repairs on the properties we manage. Home warranties can provide protection from unplanned expenses such as a furnace or water heater failure. Unfortunately, warranty companies are often slow to respond and are incentivized to do the minimum possible work to resolve a problem instead of looking for the best solution. This means that we are usually unable to work with a warranty while still providing timely service to our tenants and a reasonable quality of work.

11 How do you handle rent collection and what happens if a tenant doesn't pay on time?

We encourage automatic rent payments through our online tenant portal and accept payments by check or money order as well. We enforce late fees per lease terms and Colorado law and deliver legal notices when rent is late. We work hard to keep communication open with tenants to resolve any lease violations, including late payments. We have attorney contacts who can provide additional support if further action is needed.

12 How often do you inspect the property?

We plan inspections at move-in, move-out, and mid-lease. We have the option to access the property with 24 hours' notice to the tenant during the lease, and without notice during an emergency.

13 How do you handle lease renewals and rent increases?

We contact landlords around 120 before the end of the lease to plan for a renewal or lease end. We provide a market analysis to landlords and work to confirm renewal terms with tenant by 90 days before the end of a lease.

14 What is your eviction process like?

Our goal is to avoid evictions proceedings with preventative screening and proactive management. We work with tenants to comply with the lease or find a mutually agreed termination of the lease whenever possible. If an eviction becomes necessary, we can work with our attorney to handle the entire process and update landlords of progress along the way. Landlords are responsible for actual legal expenses incurred if an attorney is engaged for an eviction. This can usually be covered through our optional Risk Mitigation Program.

15 How do you communicate with property owners?

We primarily communicate non-urgent items through email. We provide regular updates and are available by phone or email during office hours. After-hours' communication is limited to matters that cannot wait until the next business day.

16 Do you provide monthly and annual financial statements?

Yes, we provide detailed monthly statements after each calendar month is closed out, and year-end statements and 1099s for tax preparation. Owners have 24/7 portal access for documents online.

17 What software or portal do you use for owners and tenants?

We use AppFolio— an industry-leading cloud-based platform for secure payments, accounting, maintenance, messaging, and document access.

18 What is your fee structure?

Our fee structure is subject to change on a case-by-case basis, so contact us for a specific quote! We offer lease-only services for a one-time fee that is usually equal to one month's rent. We offer full-service management typically with a one-time startup fee of 50% of one month's rent, ongoing management fee of 10% of collected rent (minimum of \$175 per month during leases), and a flat fee of \$250 for lease renewals or new tenants. We do not mark up normal maintenance expenses, we do not charge extra for regular property walkthroughs, and we do not charge extra for marketing expenses. We do implement an Administration and Tenant Benefit program on all leases with a small monthly fee paid by the tenant, and we offer a renter's liability insurance for tenants with a small admin fee.

RENTAL PROPERTY CONDITION REQUIREMENTS FOR RENTAL LISTINGS

Structure, Plumbing, Electrical - The property must have safe and functional plumbing and electrical systems. Structural elements, such as walls and floors, and living spaces must properly maintained and up to the current code. Property must be free of environmental hazards, such as mold, exposed asbestos, and exposed lead-based paint.

Roof - Roof must be less than the recommended age of shingle or roof covering (often 25 years) with no leaks or notable damage. Gutters should be functional and free of debris.

Water heater, furnace, AC (if applicable) - Mechanicals must be fully functional, and the heat source must be adequate to heat all rooms to 68 degrees when the temperature outside is below 5 degrees. The furnace must have a clean filter (if applicable). Normal life for a water heater is 8-10 years, and normal life for a furnace is 15-20 years.

Safety - Smoke/CO alarms must be functional. Railings are required for drops of over 30 inches. Window well covers must be adequate to hold 250lbs. Windows and doors must be able to lock securely. Egress windows must be able to open. Locks must be re-keyed from previous occupants.

Interior Paint - Paint must appear fresh with no notable scuffs, scrapes, or holes. No more than 2-3 noticeable touch-up spots per wall. No more than 3 colors visible from any one location in the property. Normal life expectancy for interior paint is 5-7 years.

Exterior Paint and Siding - Paint must appear fresh without peeling, chipping, or excess fading. Trim and siding must be sealed with paint and caulk to be protected from normal weather events. Normal life expectancy for exterior paint is 7-10 years.

Flooring - Carpets must appear less than 7 years old with no large stains, holes, tears, fraying, or excessive wear patterns. Solid surface floors must be free of obvious damage and gaps. Normal life expectancy for most flooring is 5-7 years.

Yard Care - Landscaping must be free of weeds, and grass must be mowed. Trees and bushes must be trimmed away from walkways or contact with the roof or siding and be free from excess dead branches. Medium or large grass yards must have a permanent sprinkler system, and larger yards may require periodic professional maintenance. Landscaping must be easily maintained by a tenant with 1-3 hours of work weekly.

Window Coverings - All living-space windows with public or neighbor visibility must have quality blinds or curtains that are fully functional. Window coverings must be free of stains or notable discoloration. The expected life for window blinds, shades, and screens is 3 years.

Appliances - All provided appliances must be fully functional and will be maintained at the owner's expense.

Cleaning - Professional carpet cleaning is required (except for new carpet), deep cleaning of all interior space (see separate cleaning requirements), and cleaning of entry way and all windows.

RISK MITIGATION

Having a rental property is a huge investment, and that investment comes with risks. Damage and eviction expenses can surpass the security deposit quickly, leaving landlords on the hook for thousands of dollars in unexpected bills.

What happens if your tenant skips out on rent and leaves the property damaged?

Maybe their dog chewed up the sprinkler heads, the emotional support cat peed in the vents, they left utility bills unpaid, they got mad and punched holes in the doors, they flushed tampons or baby wipes and clogged the pipes, they moved in an unauthorized roommate who had to be evicted, or they smoked in the garage (yes, we have seen every single one of those circumstances). We've had many owners ask about insurance to cover unpaid bills from tenants, and this is our answer!

With our Risk Mitigation Guarantee, for a cost of 2% of monthly rent (12% total when combined with Full-Service Management), we will guarantee an amount equal to two months' rent towards any unpaid tenant expenses at the time the security deposit is settled. For example, if a tenant is paying \$2,500 per month, C3 Property Management would guarantee up to \$5,000 in addition to the security deposit for a total of \$7,500 (with a normal \$2,500 security deposit).

This will be available for all new leases with tenants we have screened, and for existing leases on a case-by-case basis. *Please let us know if you have questions or are interested in more information!*

Terms and Conditions:

If tenants owe any outstanding delinquent amounts after moving out of the Property and settlement of the Security Deposit, Brokerage Firm will guarantee up to two (2) months' of additional rent to cover any such outstanding delinquent amounts, if such amounts are not recoverable from tenants upon demand. Rent shall be calculated at the rental rate that existed at the time the tenants moved out of the Property. The guaranteed coverage amount shall first be applied to any outstanding damages or other amounts due under the lease (not including rent), then to delinquent rent, and then to outstanding Fees and Compensation due to Broker. In the event that a tenant defaults on the payment of rent or otherwise owes any outstanding financial obligations, Brokerage Firm will have the sole right and discretion to institute legal proceedings for an eviction and to pursue recovery of financial damages from the tenant. Brokerage Firm shall be entitled to retain all payments and other amounts recovered by Brokerage Firm up to the amount actually paid to Landlord by Brokerage Firm. The following conditions must be met to receive such guaranteed payment: (1) tenants must have been placed in the Property by Broker or Brokerage Firm; (2) the Property must have been managed by Broker or Brokerage Firm for the full term of the tenants' lease; and (3) Landlord is not in default under the Management Agreement. Any termination of the Property Management Agreement shall cause Landlord's enrollment in the guaranteed rent program to immediately terminate, in which case Brokerage Firm shall not be responsible for covering any delinquent or outstanding tenant amounts, irrespective of when the claims for such amounts arose. This guaranteed rent program shall not apply to any leases or tenants who receive or are subject to housing subsidy programs, including but not limited to public or private assistance, grants, or loan programs, such as Section 8.



Thank you for your trust and referrals!



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