



Client Guide

*Everything you need to know about working with
White Robbins Property Management*

Who is White Robbins?



Live a Life Improved!

White Robbins Property Management is a team of property management experts whose purpose has been to improve the lives of our owners and tenants since 1989. We do this by delivering a uniquely great customer experience called the White Robbins Experience. We are guided by our core values of fairness, optimism and reliability. We stand apart from other property management companies due to our focus on transparency, communications, and our service guarantees.

OUR GUARANTEES

Happiness Guarantee

If you're not happy, let us know and we'll make it right. If we can't we will credit you that month's management fee. If you want out of the agreement, you can cancel at any time without penalty

Eviction Guarantee

If we have to evict a tenant we recommended to you, for non-payment of rent, we will pay for any fees not covered by the tenant up to \$1000 (which normally covers all court costs and attorney fees)!



THE WHITE ROBBINS EXPERIENCE

We developed a unique 6-step process that guarantees a great client experience.

1

The first step of the White Robbins Experience will be your **Launch Session**. Here, you will get to meet your property manager, get a confirmation of terms, and discuss immediate next steps, such as scheduling and key transfer.

2

The **Quick Turn System** starts when your property manager visits the property. He/She will identify needed repairs in video for your approval and we will coordinate all of the needed work, manage the vendors, and verify the works gets completed.

3

During our **Rent Quick Marketing Blitz**, we will list your property on all of the top rental sites including the local BRIGHT MLS system with high quality photos. Our Max Rent Pricing strategy is designed to net you the most money over the course of the lease term while also attracting the highest quality tenants. We will screen all applicants and help you the best tenant.

THE WHITE ROBBINS EXPERIENCE

4

The **Owner Portal** is where all of your accounting statements, inspection reports, and important lease documents are housed. Your detailed accounting statements will contain copies of repair invoices and photos of repairs.

5

The **Home Protection Program** is designed to give you peace of mind when it comes to repairs. We will coordinate all needed repairs inside and outside of the property, as well as any emergencies that may arise during the tenancy. Our periodic inspections are designed to make sure the home is well taken care of and that systems and fixtures are operating correctly.

6

Our goal is keep great tenants in the property. During our **Lease Renewal Process**, we are going to provide you with a rental market analysis and our tenant review so that we can make the best decision about how we want to approach the lease renewal with the tenant. We will execute the lease renewal on your behalf, securing the tenant for another term. If the tenant decides to vacate, we will handle the whole move out and security deposit disposition process.

SERVICES & PRICING

Premium Vacancy Marketing & Leasing

- Rent-ready inspection and property condition photos
- Quality marketing photos
- Showings 7 days a week with agents present
- Qualified tenant selected

Professional Property Management

- Our Property Manager will be dedicated to helping you and answering any questions
- 24/7 maintenance coordination
- Before and after photos of all repairs
- Lease violation enforcement
- Our Accounting Manager handles all billing and owner statements
- Lease renewal process

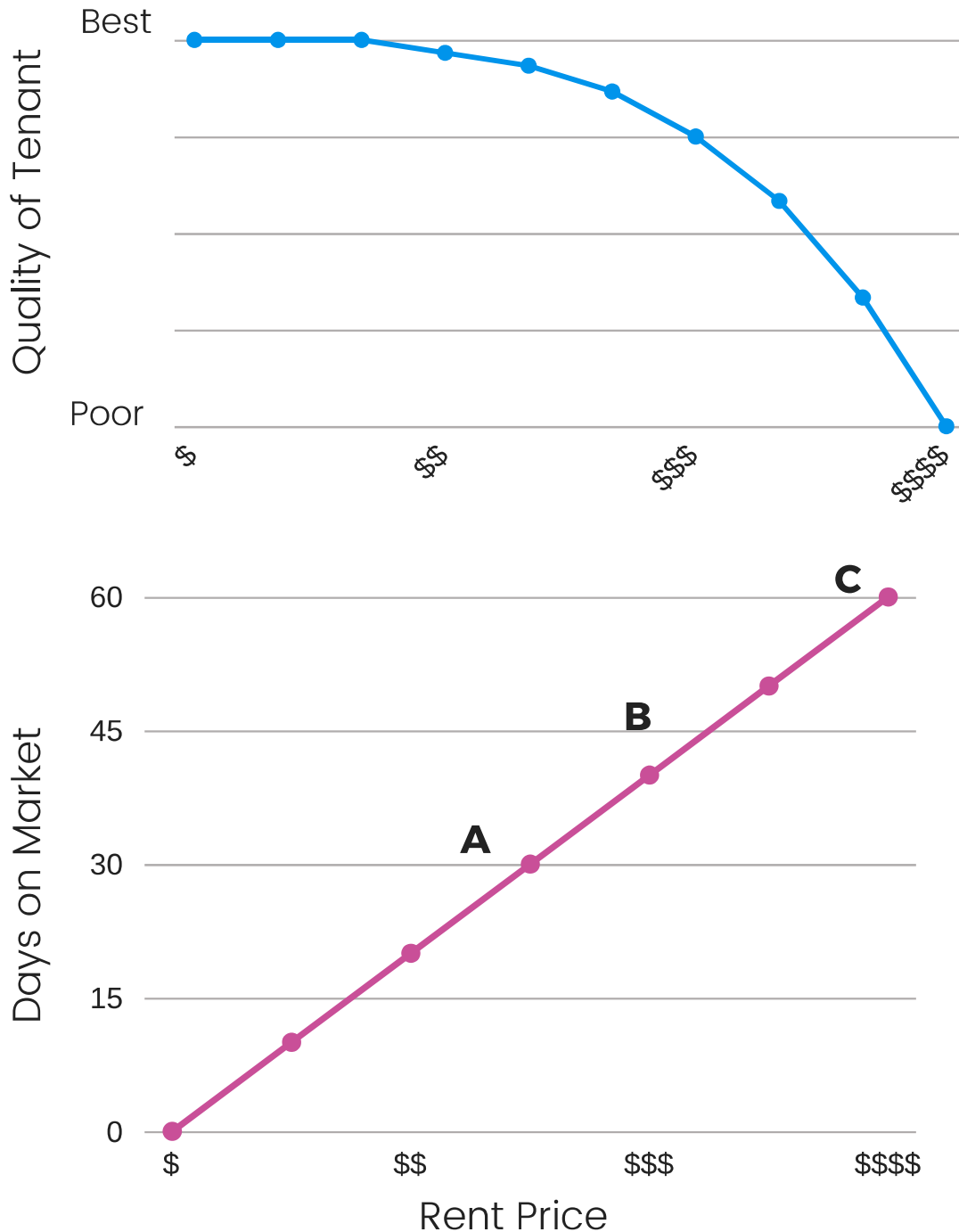
Pricing

Leasing fee is one months rent.

Management fee is 10% of the monthly rent.

Max Rent Pricing

How We Price Your Property



Max Rent Pricing is our tool that's designed to attract the best quality tenant and maximize your profitability. When you price a home too high, you only get interest from less qualified tenants.

Our goal is to hit the sweet spot where we attract the best quality tenant, maximize the rent, and minimize vacancy.

Pricing Scenarios

Option A: _____ x 11 months = _____

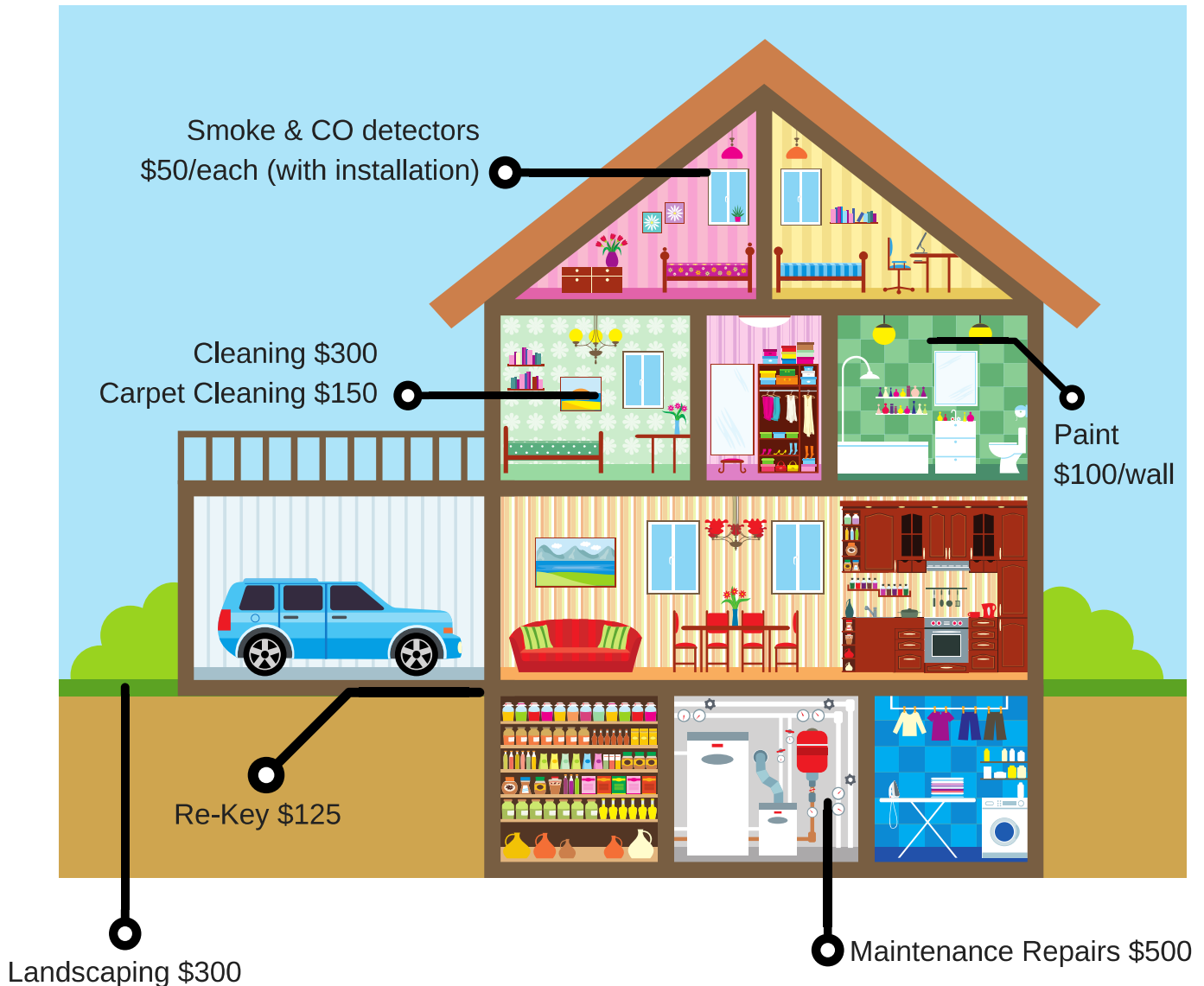
Option B: _____ x 10.5 months = _____

Option C: _____ x 10 months = _____

We will update you biweekly on the interest. If no activity is received after 7-10 days we will typically (but not always) recommend an adjustment to the price and make further price and positioning changes as needed.

HOW MUCH

Does a Turnover Cost?



\$1,925

Average Cost of a Turnover

Investing money to maintain your property helps attract quality tenants.

FREQUENTLY ASKED QUESTIONS

How do you handle repairs?

When a repair request is submitted by a tenant, we will assess it to see if it needs immediate attention or if we can troubleshoot the issue. If it needs to be fixed, we send a work order to one of our preferred contractors. At this point we will notify you of the repair request. We will approve the repair if it is under \$250, take photos of the before and after work, and include the vendor bill in your monthly statement. If the repair is over \$250, we will contact you for approval before proceeding. Once the repair is completed, we will contact the tenant asking them to confirm the repair was completed satisfactorily.

Can I do the repairs myself?

If the property is vacant, you can handle the repairs needed to make the property rent ready, if you choose. However either you do all the work, or we do all the work. It gets messy when there are too many cooks in the kitchen. Once the property is rented, we require that we use only our preferred contractors. This ensures leasing deadlines are met as we work with these vendors regularly and know what to expect.

How long will it take to rent my property?

We lease the vast majority of our properties in 6 weeks or less. We review market information daily and update the owners weekly. If it sits on the market longer than that it means either the property is priced too high or it does not show well. We get the most activity in the first month.

FREQUENTLY ASKED QUESTIONS

Why do I need to add White Robbins as additionally insureds on my insurance policy?

Let's say a tenant falls at the property and breaks his/her leg, and sues, He/She is probably going to sue you and White Robbins. Your insurance should step in and defend you. Since we are acting as your agent, we need that same protection. Our management agreement, like all management agreements, has an indemnification clause that says you agree to indemnify White Robbins, unless we are found to be negligent. This means, if your insurance does not cover us, we have to hire an attorney on our own. Then our attorney will be fighting your attorney and the tenant. If we are found not guilty, our attorney will come after you for the attorney fees. Had we been added as additionally insured, your insurance company would defend both of us equally. Most major insurance companies do this and for no additional charge.

How long is our management contract for?

While our agreement initially states it is one year and then month to month, you can see it can be canceled at any time with 30 days notice from either party. We have the Happiness Guarantee, which says you can cancel at any time if you are not satisfied, free of penalties or fees.

What maintenance needs to be done to my home prior to renting and how much will it cost?

The average turnover costs about \$2,000 in maintenance. Your home may cost more or less. We will inspect the property and tell you what work is necessary, then provide you with a scope of work and cost before we begin.

How do you screen tenants?

We screen tenants for credit, criminal history, and eviction history. We also verify income, review rental references and screen pets.

FREQUENTLY ASKED QUESTIONS

How do you market your properties?

We take high quality photos and market on all the top rental websites. In addition we post our properties in the BRIGHT MLS system which encompasses Delaware and Pennsylvania. Interested tenants are pre-screened, then shown the property, meeting them for showing appointments. We also cooperate with all other real estate agents that are member of the MLS system.

How do you handle rent payments?

The tenant pays White Robbins the rent and we deposit it into our bank account. We direct deposit via ACH the months rent, minus our fee and any other expenses into a bank account of your choice.

Who will be my property manager?

You will be assigned a property manager who will be your main source of contact. You may hear for other team members from time to time, but your property manager is the primary.

HAVE MORE QUESTIONS?

Contact us directly
WhiteRobbins@RobbinsRealEstate.com
(302) 478-5555