

DUERKSEN & ASSOCIATES, INC

OWNER HANDBOOK

Our Mission

Maximizing real estate investments while providing quality housing.



Steve Duerksen

Principal Broker Licensed in Oregon
541-753-3620 x 202
steve@duerksenrentals.com

Dawn Duerksen

Property Manager
541-753-3620 x 201
dawn@duerksenrentals.com

www.duerksenrentals.com

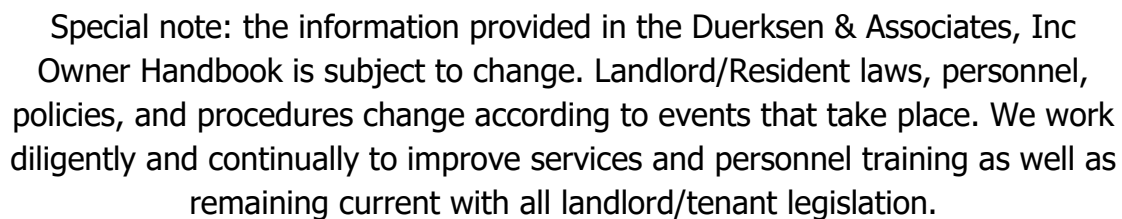
WELCOME!

Duerksen & Associates, Inc is the safest choice in residential property management, offering guaranteed solutions that take the risk out of being a landlord.

Thank you for choosing Duerksen & Associates, Inc to manage your real estate investment. We are aware that you had many choices and appreciate that you have selected us as your property management company.

We work to achieve the highest professionalism in real estate and property management services. Therefore, we have prepared the Owner Handbook to assist you in a successful business relationship with our company. We urge you to take the time to review the information. After reading the material, if you have questions or any concerns, contact us immediately.

This handbook aims to communicate the policies, procedures, and practices that dictate how we intend to manage your property. It will serve as your guide to our management practices. Properly used, this document will enhance our communication and make our ongoing relationship more robust and more transparent. The Owner Handbook will be updated annually as we work to keep up with changes in the laws and economics that affect our business practices.



Special note: the information provided in the Duerksen & Associates, Inc Owner Handbook is subject to change. Landlord/Resident laws, personnel, policies, and procedures change according to events that take place. We work diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing Duerksen & Associates, Inc as your property management company. We look forward to a successful business relationship.

Sincerely,

Steve Duerksen

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541-753-3620 ext. 202
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Property Manager
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THE DUERKSEN DIFFERENCE



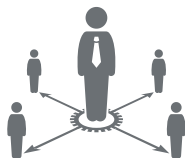
Hometown Knowledge

We personally invest in local Real Estate with the same standards as our client's managed portfolios



State of the Art Technology

Utilizing the industry's best technology to streamline services for the highest quality product



Continued Education

Investing in our team's professional development keeps us an industry expert



Charitable Giving

We believe in giving back to the communities we serve and actively engage in philanthropic endeavors

Our Core Values

- Build strong relationships
- Always do the right thing
- Ask questions to grow daily
- Proactive communication
- Positive professional
- Be consistent
- Team player



Contact Information

It is important that we are up to date with any changes from you, the Owner. Please let us know if there is any significant changes that can effect your account such as changes in address or phone numbers, tax information, or if you are having an issue with your account.

With Duerksen and Associates, Inc., you have a dedicated contact for all your needs. If you have a question or want to discuss your property, contact Steve Duerksen, the Principal Broker, directly.

Steve Duerksen

541-753-3620 x202

steve@duerksenrentals.com

750 NW Cornell Ave, Corvallis, OR 97330

Scan QR code to schedule a
virtual 1:1 meeting



Office Hours

Monday - Thursday

Friday

9:00 am to 5:00 pm

9:00 am to 4:00 pm

We are closed for lunch daily between 12pm to 1pm.

Property Management Agreement

A copy of your Property Management Agreement was emailed to you after signing, and it can also be found on your Owner Portal.

Equal Housing Opportunity

Duerksen & Associates, Inc is committed to the Equal Housing Opportunity Laws, and we do not discriminate against anyone on the basis of Race, Color, Religion, Sex, Sexual Orientation, Gender Identity, Disability, Marital Status, Familial Status, National Origin or Age.

Rent Disbursement

The Oregon Real Estate Agency requires us to ensure all monthly rent checks are cleared before we disburse any rental funds to the Owner.

Rent will be direct deposited in your bank account with the initiation sent on the 25th of each month along with your Monthly Owner Statement.

You have 24/7 access to your Owner Portal that has all Owner Statement, 360 Tours, and any other shared documents.

Rent is due by the 1st of each month and late at 11:59pm on the 4th. If a resident has not paid by the 8th of the month, we prepare and post a 10-day notice for Non Payment of Rent. If the resident does not pay by the end of the notice, we would be able to file a formal eviction in court.

We make every effort to work with the resident after the 5th of each month to receive payment and make payment plans if necessary. Our eviction rate is less than 1%.

Owner Account Access

To log into your Online Portal, please go to duerksenrentals.com/owners and click on the "Log In" button where you can create and manage your Portal. This will grant you access to:

- ✓ Report access such as Rent Roll, Income Statements and Balance Sheets
- ✓ Downloadable PDF copies of your Property Management Agreement (PMA)
- ✓ Downloadable PDF copies of paid invoices and bills, including maintenance
- ✓ View your property dashboard
- ✓ View your property's 360° tours
- ✓ Make owner contributions
- ✓ And more!

To ensure you get your information in a timely manner, your Monthly Owner Statement will be sent to your email and your payment will be sent through direct deposit.

Vacancies & Leasing

Duerksen and Associates, Inc strives to rent your home as quickly as possible and our turn over process starts before the residents even vacate the home.

Notice Received

- Written Notice to Vacate has been processed with an exact move out date for all residents in the unit and Move Out Instructions are shared with the residents
- Utility companies are contacted to prevent a lapse in service
- The home is advertised

Applications & Screening

- Our specially trained Leasing Agents review all complete applications on a first come-first serve basis
 - Applicants must tour the home in person or virtually before we can process their application
 - If we do not have a virtual tour available, Applicants will be placed on a waitlist to be notified as soon as the home is vacant
 - Application Criteria is available online (www.duerksenrentals.com/forms)
- Once an application is approved, the resident is sent the Rental Agreement to e-sign and their deposit is due to hold the home for their move in date

Turn Over Process

- An Inspector tours the property and completes the Move Out Inspection and a lockbox is placed on the door
- The Turn Over Coordinator carefully reviews the Inspection and receives necessary BIDs or Approvals for the Turn Over Maintenance
- Work Orders are sent to our in-house maintenance staff and vendors with detailed descriptions and pictures of the scope of work.
- Once work is completed, the Inspector returns to complete a Final Inspection
 - An updated 360° tour and marketing photos are obtained
 - Potential residents are provided with secure tour options.

Resident Move In

- Our Leasing Agents walk new residents through the Move In Process
- Before the new Residents are able to schedule a key appointment, they must:
 - Pay all monies due
 - Submit proof of Renter's Insurance for each resident
 - Submit utility account numbers verifying they have transferred service
- At their key appointment, they receive copies of their new keys, a welcome packet, and access to complete their Move In Checklist via z-Inspector

Vacancies & Leasing

Renter's Insurance

We required all eligible Residents to provide Renter's Insurance liability insurance for \$100,000 and list Duerksen & Associates as additionally insured.

Lease Options

Each property is set with a fixed-term lease or a month-to-month agreement. This is determined by a variety of factors, including the size of the home and its location. Each lease has strengths as to why the Resident could prefer that option, as well as unique benefits for the Owners.

Lease Renewals

Oregon has very strict guidelines about the renewal options we can offer each resident, depending on the length of their tenancy. Our Resident Relations department receives continued education to ensure we are current on any changes to the law, as well as being able to provide exemplary service. Residents are required to choose their renewal option before April to ensure any vacancies can be advertised when demand for summer housing is high.

Rent Increases

Residents will be notified early in the year of their increase. Monthly Rent increases are effective yearly in June. The Property Manager calculates rent increases based on the market and rent control limits imposed by the State of Oregon.

Roommate Changes

It is important for us to know everyone who is residing in our units and, therefore, do not allow any subleasing or extended guests. If a Resident is requesting a roommate change, our Resident Relations department will review their entire resident file to ensure it falls within our Roommate Change guidelines.

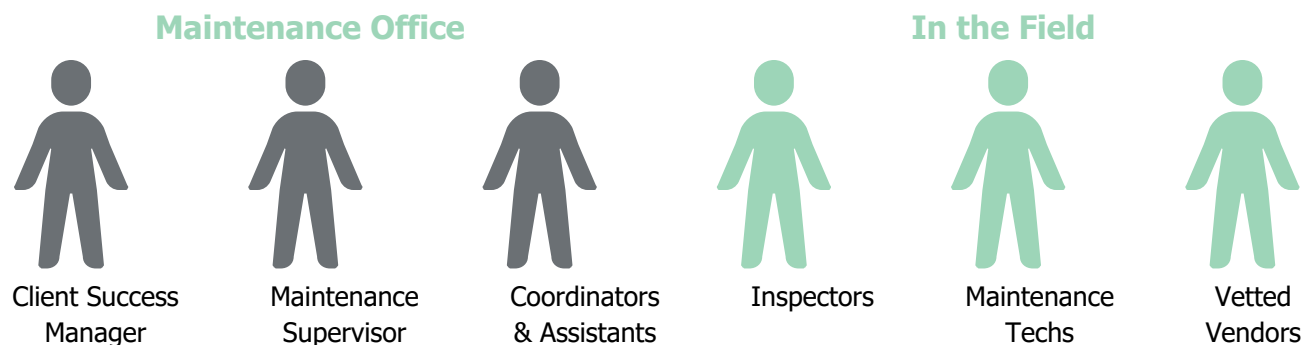
If the residents are allowed a roommate change, all remaining residents must still financially qualify, and any new roommates must meet application criteria. If the roommate change is approved, all residents must sign an updated Rental Agreement, verify utilities are still in their name, and provide updated Renter's Insurance documentation.

Maintenance Team

It is our commitment to maintain your home to maximize your investment while providing quality housing to our Residents. To achieve this, we employ highly skilled experts both in the office and out in the field and partner with strongly vetted vendors.

Your Client Success Manager works closely with the Maintenance Supervisor to provide approvals and to stay updated on all progress. Any repairs under \$750 will be reviewed and approved if necessary on your behalf.

For any estimates above \$750, the Client Success Manager will reach out to you directly. Maintenance is time-sensitive, so please be timely with any questions and responses. If there is a habitability issue and we are unable to reach you, we are obligated to move forward with the repairs.



Residents are provided a 24-hour maintenance emergency number that they can call in the event of a serious problem. The call center is authorized to dispatch certain repair companies if they are a true safety or building integrity issue.

Rent READY!

To ensure we maintain our high standard of quality housing, we have detailed guidelines for a home to be considered "Rent Ready!" Here is a recap of the "Rent READY!" Property Inspection and Readiness Status."

Once the thorough Final Inspection is completed and the property is determined to be "Rent READY!," our commitment to excellence continues. To showcase the property in its best light, we conduct updated marketing photos and 360-degree virtual tours, ensuring prospective Residents have a vivid and accurate representation of their potential new home.

View the entire "Rent READY! Property Inspection and Readiness Status >>
Available on our website under Owner Resources



TECHNOLOGY

Investing in the best technology for our company is crucial for staying competitive in today's market. We have enhanced operational efficiency, streamlined processes, improved communication, and enabled data-driven decision-making, which has been shown to be successful, with higher owner and resident satisfaction.

Here are the technologies we use:

Website

a platform to where prospective residents can search for available rentals and fill out an application online. Residents can pay their rent, submit maintenance requests and communicate with our staff. Owners can view their monthly statements, view 360 tours and communicate with staff.

AppFolio

a comprehensive property management platform that houses the owner and resident portal, allows online payments for rent, deposit collection, owner and vendor payments, communication and financial reporting.

Monday.com

a task management tool that creates a system of internal accountability by clearly defining roles for every team member. This clarity significantly reduces risk by ensuring everyone strictly follows documented policies and processes.

Code Box

a smart resident screening and scheduling platform for streamlining the rental process with automated showings, pre-screening questions, and applicant qualification tools.

zInspector

a powerful property inspection platform, enabling efficient and thorough inspections with customizable checklists, photo documentation, and automated report generation.

Pet Screening

a screening platform that helps verify authorized assistance animals, and helps conduct pet screening for new applicants or residents asking to add an additional pet

Applicant Screening

our specialty trained staff carefully reviews each complete application using a variety of resources to verify information provided and find a qualified resident for your home

OWNER'S HANDBOOK | 2025 EDITION

CONTACT

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