



# Malt Realty

& DEVELOPMENT

RESIDENTIAL MANAGEMENT

RENTALS | SALES | CONSTRUCTION

1614 Colonial Blvd., Suite 102 Fort Myers, FL 33907

Ph. 239.936.1320

# PROPERTY OWNER'S HANDBOOK

*Welcome to Malt Realty & Development*



## RE-INVENTING RENTING

*Residential Property Managers Since 1977*



## Mission Statement

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"Dedicated to maintaining positive, long-term relationships with Owners, Residents and Community Associations."

## Company Profile

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The Malt Realty Management Team provides professional management of all aspects of your property. Malt Realty and Staff are pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation by supporting and encouraging an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, sex, color, handicap, familial or national origin.

The Malt Realty & Development Team has provided professional real estate services in Lee County for over 40 years. The longevity of our team members provides you with comfort of having a team who intimately knows your goals, objectives and the attributes of your property. Collectively the Malt Realty team offers over 135 years of experience.

This "Property Owner's Handbook " has been designed to provide you with information imperative to choosing a property management company to best represent your most valuable investment. Please remember all relationships are established in writing by our Exclusive Rental Listing & Management Agreement. Please refer to that agreement for details of specific services included and your fee schedule.



## Why Malt Realty?

Tired of the same old property management offers? Then it is time to list your valuable investment property with Malt Realty. *Why?*

We are a team of trusted licensed professionals who can offer you expert marketing and advertising, provide you with 5 star customer service as well as top quality, qualified tenants.

***Welcome to stress free property management. We are Re-Inventing Renting.***



## STRESS FREE Property Management

### ✓ **RISK FREE**

No out of pocket cost to you. We do not get paid until you get paid. Property Management companies charge an initial management fee. Most companies want you to pay this fee upfront and out of pocket. Not Malt Realty, our low initial management compensation is split in two payments and deducted from the first two months' rent! No out of pocket charges incurred!

### ✓ **LOW COMMISSION RATES**

How much is your time worth? It's probably worth much more than the cost of a professional property management firm, especially Malt Realty & Development because our low commission rates are so affordable. We offer the highest rental rates, tenant relationship building for higher renewal rates and attention to detail all for a low monthly commission. Put our time, knowledge and resources to work for you.

### ✓ **PROMPT OWNER PAYMENT**

Stop chasing your rent around! We will pay you promptly all you have to do is sign up for direct deposit and we will take care of the rest.

### ✓ **TRUSTED TEAM OF LICENSED PROFESSIONALS**

Rest assured our team is working for you around the clock to offer you 5 star customer service. Our Property Managers, Accounting and Maintenance staff are all backed with years of experience.

### ✓ **MARKETING AND ADVERTISING**

We are in the marketing business, we know exactly where to market your investment property to minimize vacancy.

## Quality Tenants

Our background and credit checks are meticulous. We screen our tenants (*Credit, employment, rental history, on-line civil and criminal histories*) to ensure the quality tenant you are looking for is found.

In addition, our thorough knowledge of Landlord/Tenant Procedures affords us the ability to place a well qualified resident in your property.

## 24/7 Maintenance

Superior maintenance service to ensure your investment is well maintained with zero escrow required and we do not charge you a maintenance coordination fee. We provide you with access to established suppliers and contractors along with fair, competitive pricing for all maintenance services.

Enjoy your investment property income and let us take care of the rest. We have a 24/7 maintenance emergency hotline: 239.936.4569.

# RE-INVENTING RENTING

*Here are even more reasons to choose Malt Realty...*

### ✓ **PROGRESSIVE RENT STRUCTURES**

Our detailed knowledge of the market affords us the ability to achieve the highest rental rates.

### ✓ **REFERRALS FROM OTHER REALTORS**

Our well known, well respected reputation has earned us referrals from other local, knowledgeable Realtors affording a larger market of high caliber prospects.

### ✓ **LONGEVITY OF EMPLOYEES AND CLIENTS**

Our team's longevity of employment affords you the comfort of a long-term relationship with the same property managers who know you and your investment goals. Most of our investors have been with Malt Realty for over 10 years.

### ✓ **SATURDAY OFFICE HOURS**

Expanded hours for the convenience of residents, prospects, and clients.

## Content Distribution

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When there is an upcoming vacancy, we immediately set into motion our action plan to find the right new tenant. Your listing will be strategically distributed to maximize leads, and find your new tenant quickly.

*Several examples of our distribution include:*

realtor.com®

{ } Apartments.com



Homes.com

lovely

Malt Realty

& DEVELOPMENT

RESIDENTIAL MANAGEMENT

RENTALS | SALES | CONSTRUCTION



Facebook Marketplace



zumper

rentalads.com

Apartment  List



Rent Jungle

ForRent.com®



# Malt Realty's Team Designations & Memberships

- Florida Real Estate Broker
- Florida Sales Associate
- Certified Florida Residential Manager
- Community Association Manager
- Certified General Building Contractor
- Certified Roofing Contractor
- Certified Home Inspector
- Member of NARPM (National Association of Residential Property Managers)
- Member of Realtor Association of Greater Fort Myers and the Beach, Inc.
- Member of Greater Fort Myers Chamber of Commerce, Inc.

Our property managers are required to complete continuing education requirements as well as attend seminars, programs and events designed to keep them abreast of new and changing laws in the fields of property management and sales.



*Residential Property Management  
Multi-Unit / Apartment Management  
Commercial Property Management*



## Communication

Communication is essential in any relationship. At Malt Realty we over communicate with all parties. Rental inquiries are tracked daily. Our staff maintains a constant dialogue to ensure they keep informed of the needs and wishes of prospective residents, as Malt Realty is aware of changes in market condition and pertinent information available to keep us abreast of the ever-changing marketplace. These changes will be communicated to you when they affect your property.

Our office is open 6 days a week in order to offer convenience to prospects, residents and clients. We are available by telephone, fax and email. Please feel free to contact us at any time should you have any questions or concerns about the marketplace or your valuable investment.



## Property Maintenance, Repairs, Reconditioning

Malt Realty has on-staff personnel to trouble shoot and oversee service requests. Additionally we have access to established suppliers and contractors with fair, competitive pricing for services. In addition all of our professional licensed and insured service providers are trained to identify potential issues and report back to Malt Realty.

Malt Realty requires that rental properties be kept properly maintained in order to preserve the integrity and value of the property. Malt Realty can coordinate repairs and reconditioning utilizing staff personnel and contractors we have established relationships with. These relationships afford us discounted pricing which is passed on to our owners. All of these services are free of charge to you. We will not upcharge general maintenance work order invoices.



We are able to work with you if you have your own vendors but we do require they provide proof of licensing and insurance as using an unlicensed vendor can result in the loss of your home owners insurance policy.

Maintenance requests are handled Monday through Friday, from 8:30AM to 5:30 PM. Rest assured around the clock 24/7 Emergency Service is available for all Mat Realty customers. Should you require emergency service we will be here for you: 239.936.4569.

*Please refer to the Rental Listing and Management Agreement for details.*

## Fee Schedule

When you sign up for Malt Realty's **Re-Inventing Renting Program** we offer our services to you with no up front costs. We do not get paid until you get paid. We also offer split payments on the initial fees so that you can begin earning immediate rental income. Be sure to discuss all the advantages of this program with one of our experienced property managers.

### SETUP FEE

Malt Realty's one time set up fee covers services such as a fully computerized system, the initial market analysis and walk through inspection as indicated in the Rental Listing Agreement as well as preparation of monthly statements and 1099 Forms. We have invested in state of the art property management software which allows for owner and tenant portals, on-line rent payments and work orders.

### MANAGEMENT FEE / LEASING FEE

Malt Realty's leasing fee and management commission will be earned upon successfully placing a qualified tenant in the residence and will be paid through rental collections at the origination of the lease or renewal. The management fee includes the monitoring of monthly rent payments and day to day resident relation management, HOA communication as well as handling all maintenance requests. The initial leasing fee includes professional photos and marketing of your vacant investment property, a thorough background check of all applicants and the preparation of an attorney drafted lease.



### RENEWAL FEE

The renewal fee covers the costs associated with our Director of Property Management contacting and negotiating a renewal lease with the existing resident in an effort to minimize the potential for vacancy and owner loss of income and to maximize resident relations to promote resident retention. Many factors are taken into consideration when making a renewal offer such as market rate, timely rent payments, service requests, and any HOA or lease violations. We do our very best to make sure you are getting the most out of your property at all times.

Malt Realty's residents stay an average of 2.5 years, although we have many tenants that have been with us for 5 years or more. This is due in part to the time and effort we put in on your behalf at lease renewal. Our low renewal fee includes a full inspection and inspection report as well as an owner summary of your tenants history and the preparation of an attorney drafted lease agreement which offers you the most protection possible.



## Frequently Asked Questions



### What should I do to get my property ready?

Malt Realty will do an initial inspection for you and provide feedback that should help with getting your property rented quickly and for the most money.

✓ ***Some items to plan for:***

- |  |  |
|--|--|
| <input type="checkbox"/> Carpets shampooed and tile cleaned                            | <input type="checkbox"/> Roof in good condition-no leaks   |
| <input type="checkbox"/> All plumbing working properly                                 | <input type="checkbox"/> Provide any warranty paperwork  |
| <input type="checkbox"/> Ceiling fans are clean and in working order                   | <input type="checkbox"/> Provide keys to all locks and make sure they operate correctly          |
| <input type="checkbox"/> Lawns should be mowed and plant beds free of weeds and debris | <input type="checkbox"/> Confirm exhaust fans in good working order                              |
| <input type="checkbox"/> Change ac filter and leave a few replacement filters          | <input type="checkbox"/> All appliances need to be in good, clean condition and in working order |
| <input type="checkbox"/> Replace drip pans   | <input type="checkbox"/> Make sure all lightbulbs are working                                    |
| <input type="checkbox"/> Interior and exterior of the home in good condition           | <input type="checkbox"/> Outlet/ cable covers in place and in good condition                     |
| <input type="checkbox"/> Fire extinguisher in the home                                 | <input type="checkbox"/> Fresh caulk in bathrooms  |
| <input type="checkbox"/> Working light fixtures  | <input type="checkbox"/> No cracked tiles  |
| <input type="checkbox"/> Working window treatments                                     | <input type="checkbox"/> Working smoke alarms  |
| <input type="checkbox"/> Drain stoppers  | <input type="checkbox"/> Door stoppers   |
| <input type="checkbox"/> Replace toilet seats  | <input type="checkbox"/> Screens are complete  |

 ***Find a qualified / professional management company***



### How long will it take to lease my property?

The current market conditions, volume of available rental properties, and the style and price of your property are all factors that come into play with regards to how long the rental property will be vacant. We strive to lease the property as quickly as possible while continuing to adhere to qualification guidelines. We will not jeopardize the integrity of your property by approving less than qualified applicants. More importantly during the vacancy period you will never be billed for management. We do not get paid unless you do!



## What is the qualification process for an applicant?

Malt Realty will thoroughly screen potential lessees prior to occupancy. Malt Realty possesses the tools required to secure well qualified residents. Malt Realty's thorough tenant screening will include, but is not limited to:

- ✓ Credit Report
- ✓ Employment History and Income Verification (speaking with current and former employers)
- ✓ Current and Past Rental History (speaking with current and former landlords)
- ✓ National Sexual Predator Investigation
- ✓ National Criminal Background Investigation
- ✓ National Civil Background Investigation
- ✓ Eviction Search



## What if my Home Owner's Association has an application process?

If your Association has a separate application process, you can count on the team at Malt Realty to handle all the paperwork and guide the applicant through this process. It is important to our team to provide "Association Ready" tenants. This means getting them ready for living in a gated community by going over the rules and regulations with them prior to moving in.



## How are monthly collections handled?

All rents are due on the 1st of each month and considered late on the 2nd. Courtesy reminder calls are made to the tenant on the 3rd and 5th day of the month. If payment is not received by the 6th business day of the month an eviction notice is prepared and hand delivered to the tenant. If the 6th of the month falls on a Saturday, eviction notices are delivered on the Friday prior. If the 6th falls on a Sunday, eviction notices are delivered on the following Monday.

An owner with a delinquent tenant will be notified between the 6th and 7th of the month. Between the 7th and 9th of the month the tenant is contacted regarding the eviction notice. Payment arrangements are discussed. Rent must then be paid either by certified funds, money order or credit card. If there is a default on the payment the owner is contacted to decide if eviction proceedings should commence. If an eviction process is necessary, Malt Realty will forward the eviction package to the Law Office of Heist, Weisse and Wolk (the firm who prepared the lease agreement). The eviction process continues until the law allows the Sheriffs Department to enter the property, allow entry by Malt Realty and the locks are changed. Malt Realty must, as well as a locksmith, attend the final Writ of Possession Order. (The tenant does have the right to cure the eviction but all rents, late fees and legal fees must be paid; personal checks are not accepted.)

Unpaid rent is reported to the credit bureau directly through our state of the art property management software program. Letters will be sent at 30/60/90 days. If no response from the former tenant, file is turned over to a collection Credit Reporting agency for collection and Malt Realty will update the owner periodically on our collection efforts.

Generally eviction proceedings are not necessary as we carefully screen our prospects. However, a financial hardship, such as loss of employment or a divorce can arise causing a change in a resident's ability to pay. More often than not we are able to negotiate a solution with the tenant where they vacate the property rather than being evicted. This is more cost effective for our owners. We have a fiscal responsibility to you and this is an area we can save you time and money with our negotiating expertise.

## ? Once my property is rented, when can I expect my monthly rent proceeds check?

Malt Realty pays our owners promptly each month. You can expect to received your rental proceeds by the 10<sup>th</sup> of each month depending on what day of the week the first of the month falls. You can choose to receive your prompt payment by either option listing below:

**Direct Deposit-** The funds will be electronically deposited into your account (contingent upon when your resident has paid the rent). Your monthly Rental Statement will either be emailed or mailed to you per your direction. (There is a small nominal yearly fee for this service.)

**U.S. Mail-** The net proceeds check and your monthly Rental Statement, will be mailed to you between the 10<sup>th</sup> and 15<sup>th</sup> of the month (contingent on when your resident has paid the rent).

## ? How often is my property inspected?

**Pre Move-In Assessment** (documented with photos) This inspection details the condition of your property prior to resident's occupancy.

**Resident Move-In Assessment** (documented with photos) This affords the resident the right to inspect the property within 72 hours of occupancy to list any deficiencies in the property to protect the resident from liability from same at the time of move out.

**Mid-Term Assessment** (documented with photos) The Mid-Term inspection is performed by our Maintenance Coordinator. We provide a general inspection of the overall condition of the property and how the resident is maintaining your investment property. We look under the sinks for leaks and check the general condition. We also discuss any concerns the resident may have. We provide a short report with photos to you once the inspection has been completed. Any lease/ HOA violations are dealt with during the inspection.

**Move Out Inspection** This inspection details the condition of the home at the resident's move out in order to ensure the home is returned to us in the same condition as at move in, normal wear and tear accepted. If any resident damage is determined a claim will be imposed on the resident's security deposit as required by Florida Landlord/Tenant Laws. If no damage is found the resident's security deposit will be returned in compliance with Florida Landlord/Tenant Laws.

Should you, as the owner, request an inspection be done at any other time, we will accommodate that request at a nominal fee per inspection.

## ? What if I want to sell my property?

With over 40 years of experience, Malt Realty is a full service real estate company staffed with licensed realtors and property managers who have managed and sold thousands of properties in Lee County. Please contact our office for full details on what we can offer. (Please note that Malt Realty cannot contract to manage a property for lease that is currently listed for sale.)

## Testimonials\*

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*"I moved to Fort Myers, FL in 2002. I met the staff of Malt Realty in 2003. It has been a pleasant experience since day one. Judy and her staff have been very attentive to my needs. Every employee that I encountered has been professional and pleasant. When I need repairs done the repair person was professional and very timely in completing the task. My most memorable occasion was during my second move. I was living in an area that Malt Realty found for me. I loved it! After two years of enjoying this location I was informed that I had to move. I was stubborn, I was not moving! Judy knew me and my style of living and she said "I have found you a place and I know you will love it"! I was doubtful, but she was right. I have been living in the place for 10 years now. She took care of me. I have recommended their service to several individuals. I have been blessed since I moved to Fort Myers and Malt Realty has been a significant part of this blessing. Judy, I thank you and your staff for their excellent customer service. Thank you from a grateful tenant."*

*P.G. I Tenant*

*"Thank you! I really love living at Franklin Arms and would recommend you to anyone looking for a place to rent!"*

*K.W I Tenant*

*"As usual Malt Realty has gone above and beyond with their efforts....please send me the top guy's name and email so I can send him a note. I really appreciate working with Malt Realty....so much professionalism. I would not hesitate to recommend Malt to anyone who asks me."*

*B.A.I I Owner*

*"If anyone has ever thought "What do I do with this money, I don't want it in the stock market or in a bank doing nothing"....then give Malt Realty a call. I guarantee you'll be surprised by the expertise and ease with which your transactions will flow. If anyone from Malt Realty sees this, thank you for making our life easier and more profitable."*

*TA./Owner*

*"We are getting ready to return to Buffalo in a few weeks. Thank you for taking care of our investment. You are the best and we always feel good when we leave knowing that we can trust Malt Realty to do the best for us. Our kids feel the same about you managing their investments too."*

*WK./Owner*

*"Malt Realty sold 3 houses for us. We currently have some lots listed with them as well. They handle everything; commercial, land, residential and property management. I had a great experience working with Kelly Gabrouel, one of their realtors."*

*M.T I Florida Community Bank*

*\*Unsolicited comments received.*



## Malt Realty & Development

1614 Colonial Blvd #102, Fort Myers, FL

4.6 ★★★★★ 55 reviews



**Mina**

1 review

★★★★★ a month ago

Very friendly and professional! They are also very quick in response to all needs, not to mention patient and helpful when it comes to what is needed in terms of paperwork! Very happy to be dealing this Malt Realty to getting into a new home :) Thank to Jessica for making my rental experience a positive experience!

Reply Like



**Victor Pupo**

1 review

★★★★★ a month ago

Malt realty has been exceptional and I would recommend any one to their services

1

**Response from the owner** a month ago

Victor, thank you so much! We are always happy to hear when our owners are happy with our Property Management services.

Edit



MLS



Residential Property Management  
Multi-Unit / Apartment Management  
Commercial Property Management







**Teresa**

1 review

★★★★★ a month ago

I've been a client for a year. They are very professional and experienced (specially Rosa). During that time Malt Realty did a good job handling everything with the tenants so I never had to think about it, while also keeping me informed. Great Company!!



1

**Response from the owner** a month ago

Teresa, thank you for being a valued customer and your kind words. We strive to make being a property investor less stressful by covering all of the aspects of property management!



Edit



**Melanie Risher**

1 review

★★★★★ 2 months ago

The staff at Malt Realty are very friendly and professional. Kristine has been wonderful to work with, and has stayed in contact every step of the way. Thank you Kristine and the staff at Malt Realty for every thing you have done to help find me a place to rent.



1



**Alistair Greer**

Local Guide · 120 reviews · 24 photos

★★★★★ 2 months ago

Honest and fair folks that you can depend on. Transparent in their dealings and supported with excellent staff, especially Kelly - she is amazing and a huge asset to this company!



Reply



Like



**Christine Sanders**

1 review

★★★★★ 2 months ago

Kristine and Jessica have been professional, courteous, and such a pleasure to work with. They were open and up front about the fact that there were other applications for the apartment I wanted, and they've made the whole process of applying and getting approved go smoothly. Glad I have Malt Realty as my new landlord!



Like



Residential Property Management  
Multi-Unit / Apartment Management  
Commercial Property Management



## Conclusion

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In conclusion, Malt Realty is a family owned and operated brokerage and has been in business in Lee County for over 40 years. Based on our years of experience, local knowledge, and visibility in the community, we believe we can best serve your needs while keeping your ultimate goal in mind. Thank you for taking the time to review our website and Property Owner's Handbook. We look forward to working with you in the near future.



## Welcome Aboard!

Thank you for taking the time to get to know Malt Realty and we hope we have been able to answer most of your questions in this handbook. We look forward to the opportunity to discuss your individual property management needs so that we may custom fit a package for you.

Please call one of our property managers today:

**(239).936.1320**

Or email:

**info@maltrealty.com**

**MaltRealty.com**

