



## **RESIDENTIAL MANAGEMENT**

### **COMMUNICATION IS THE KEY**

We realize that the success of any relationship includes open and thorough communications on an ongoing basis whether the information being delivered is positive or negative. It is our goal to understand each owner's needs and requirements and establish a personalized service that responds to each individual relationship. Service to our clients is our top priority.

### **OWNER INVESTMENT FOR SERVICES**

Your investment for full property management services:

- 1) The monthly management fee
  - i. Single Family home 10% of all income that is received through your account, minimum monthly fee per unit is \$30.00, whichever is greater.
  - ii. 2-4 Units Multi Family 8-10% of all income that is received through your account, minimum monthly fee per unit is \$30.00, whichever is greater.
  - iii. 4 or more Units Multi Family Negotiable based on property.
- 2) The leasing commission for procuring a qualified tenant is equal to fifty percent (50%) of one month's rent or a minimum of \$500.00; *whichever is greater*.
- 3) Leasing only (no management) is an option if no monthly management is required. Our standard lease only service fee is one full month's rent or a minimum of \$800.00; *whichever is greater*.

### **PROPERTY SUPERVISION**

We take great pride in your property and in providing you with service beyond your expectations. We proactively manage your property even though it can be a very reactionary business. Our supervision, reporting and controls are meant to identify any potential challenges and effect corrective actions at an early stage. As your property is a valuable asset, we will treat it as if it was our own. We conduct regular inspections and work diligently to have effective relations with you and your tenants.

- ◆ **Tenant adherence to Landlord-Tenant Laws, rental agreement and rules**
- ◆ **Tenant relations**
- ◆ **Repair coordination/bids**
- ◆ **Property inspections**
- ◆ **Handle 24-hour emergencies**
- ◆ **Move-out walk through**
- ◆ **Turnover cleaning & repair coordination**
- ◆ **Exterior condition reports Residential Property Management**

## **MARKETING & RENTING**

SVN Retter & Company is essentially a marketing & communications company with a focus on customer service. On a regular basis, we aggressively interpret market feedback and conditions and react accordingly.

- ◆Screening & qualifying tenants using professional company at tenant's expense
- ◆Signage placement
- ◆Advertisement placement
- ◆Showing property to prospective tenants
- ◆Rental contract execution
- ◆Move-in walk through

## **PROPERTY ACCOUNTING & REPORTING**

Our accounting division handles all banking, payables, receivables, payroll for properties. Our reporting is flexible and not overcomplicated. Reporting provides for monthly and year-to-date operating statements that are in a form readily translated into tax returns.

- ◆Establish trust accounts for security deposits and operating funds
- ◆Rent collection
- ◆Security deposit accounting
- ◆Disbursement of monthly expenses
- ◆Payment of mortgage, insurance & property taxes
- ◆Monthly owner reports

## **ADDITIONAL SERVICES**

Our services can be tailored to meet your needs. If you require a specific service or only a portion of our services outlined within, we encourage you to inquire with us.

### **Retter & Company**

329 N Kellogg Street

Kennewick, WA 99336

P. 509.737.9429 | F. 509.737.9462

[robin.murphy@svn.com](mailto:robin.murphy@svn.com) | [www.svnretterandcompany.com](http://www.svnretterandcompany.com)