



## Frequently Asked Questions by Owners

Below are just a few of the questions that are frequently asked by our new clients. If you have questions that are not answered below please feel free to contact us at 559-438-9411.

- 1. What determines the rent for my property?**  
Ultimately the rental market. We use our marketing skills, analysis, and judgment to optimize rents in accordance with your goals.
- 2. How are security deposits handled?**  
Security deposits are deposited into the trust account. They remain in the trust account until the tenant vacates the property. By law, any security deposit money due the tenant must be refunded within twenty-one (21) days.
- 3. How are tenants selected?**  
We carefully screen each prospective tenant and verify rental history, employment, and obtain a report which includes credit (evictions) and criminal history.
- 4. Do I pay for processing the tenants' application?**  
No, you pay nothing.
- 5. Who pays for maintenance and repairs to my property?**  
The owner pays for maintenance and repairs, unless the tenant has agreed to assume responsibility. In that case, we will seek reimbursement on your behalf from the tenant. Because we deal with a large volume of property, we can normally contract at considerable savings to you for repairs and maintenance. We save you money whenever possible.
- 6. Who pays for the marketing of my property?**  
We pay for all signage and labor costs related to marketing your property for rent including posting free on our website. The owner pays for the cost of advertising the property for rent in the local periodicals and the MLS services. For more details please contact our office.
- 7. Are management fees tax deductible?**  
Generally, as a direct expense item. However, you should confirm this with your tax advisor as your specific situation may be different.
- 8. What is typically involved in preparing a property to be rented?**  
Generally, you should expect to make the property move-in ready for a tenant. This may involve painting or patch work, carpet cleaning, and minor repairs. Your property will rent quicker and demand a higher rental value if it is in good conditions. Your property should at least meet Section 8 standards.