



INCENTIVE
PROPERTIES



**PROPERTY
OWNER'S
HANDBOOK**

Welcome to Incentive Properties

Incentive Properties would like to thank you for allowing us to manage your property. With that in mind, we have assembled a Property Owner's Handbook to familiarize you with our administrative process.

Incentive Properties was built on a commitment to customer service, and this commitment is backed by our \$0 cancellation policy. We believe that if a landlord is unhappy for any reason, that they should have the option to cancel the property management contract. At Incentive Properties we like to build relationships with our clients, and in addition to our commitment we have created our Property Owner's Handbook which allows you to see the breakdown of our administrative process. This breakdown allows for us to clearly state our commitment to you as a property manager.

Our handbook is comprised of information for the property owner that we urge you to look over. All terms, conditions and provisions in this handbook are subject to change or be withdrawn at any time without notice. We advise you to refer to your individual property management service agreement for actual services rendered.

Thank you again for choosing Incentive Properties for your property management services.

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INCENTIVE PROPERTIES

Why Choose Incentive Properties?

Incentive Properties offers full property management services at a competitive rate with superior customer service. Our commitment to customer service is backed by our \$0 cancellation policy has, and has built our reputation in the property management industry.

The benefits of choosing Incentive Properties starts with our talented staff and Full Service Property Management Services.

Full Service Property Management

Our professional property managers are on call 24 hours a day, seven days a week, 365 days a year. This allows for us to manage your property efficiently and leave you stress free. Our managers ensure that your property is taken care of by inspecting the property regularly, managing tenant relations, and placing work orders for necessary maintenance repairs in a timely manner. Our staff is also here to make certain that your rent is collected and deposited into your bank account. Incentive Properties also offers auto-payments for both the Tenants and Property Owner's via ACH transfer. The auto-payments are deposited to the respective accounts on the 15th of each month. Lastly, if ever a legal situation should arise, our managers will be here to help you through the process.

Comprehensive Tenant Screening

Ensuing that your property is filled with qualified tenants is our main priority at Incentive Properties. In order to find a qualified tenant, we have created a Comprehensive Tenant Screening process that has proven to significantly reduce the chances of a tenant defaulting on their monthly charges.

Incentive Properties Comprehensive Tenant Screening includes:

- A national credit report on every adult applicant
- An eviction search
- Verification of former landlord references
- Verification of the applicant's employment and/or income
- Nationwide criminal background check on all adult applicants, including terrorist and sex offender lists



Move In and Move Out Inspections

Our move-in and move-out inspections are a full walkthrough with both interior and exterior photos of the property. We include a full written report for both the property owner and the tenants. This provides peace of mind for the landlords to protect their property and residents to assure the return of their security deposit. In addition to the inspections, our managers also provide training to the tenant on all systems in the home including A/C, irrigation, and all appliances.

Emergency Repairs and Maintenance

Incentive Properties has licensed property managers available around the clock. In addition to our licensed property managers we also have a licensed General Contractor on staff with contracts in all major industries including plumbing, HVAC and electrical. For all repair or maintenance services we provide a copy of the subcontractor's invoice and charge a 15% premium on the maintenance work done. This premium helps to cover additional overhead incurred for managing this process. We pride ourselves on achieving quality repair work at affordable prices, and utilizing our own maintenance staff allows the prices to be 15%-30% less than our competitors.

We also provide optional services such as lawn service, pool care, and pest control at an additional cost arranged between Incentive Properties and the property owner.

Accounting and Disbursement of Rent

Disbursement of funds happens every month by the 15th. The property owner will receive a monthly statement in the form of an email, from Incentive Properties, as well as the ACH balance transfer of the funds. Along with our emailed monthly statements, we also provide property owners with our web based system that allow for you to log in and view past and current monthly statements and work orders. Conveniently located on our website, your information is accessible at the click of a button.

Rent Collection and Eviction Process

Incentive Properties makes paying the rent an easy process for our tenants. Our tenants have the ability to go online and pay the rent directly through our website. In addition to our online payment system, we also give our tenants the ability to pay their rent at their local 7-Eleven. If none of those options work for the tenant, we always allow for them to either mail or stop by the office and drop off their payment.

Incentive Properties collects rent on the 3rd of every month. If it is not received by the 7th we post a 3 day notice for payment. If payment is still not made by the 15th, we then notify the property owner and proceed to contact an attorney.

Evictions are a rare occurrence at Incentive Properties; however we cannot accept the responsibility for a default payment by a tenant. Incentive Properties does help with all aspects of the eviction process. We assist the property owner with everything from the eviction notices, to the forwarding of paperwork to a lawyer. We do not charge the property owner anything for the management of this process, but if costs are incurred, these are the costs of the landlord.

Switching from another Management Company?

At Incentive Properties, we make sure that your switch from another management company happens effortlessly. After you notify your current management company that you will be making the switch, our staff at Incentive Properties will coordinate with your current management company and tenant(s) to ensure the switch happens seamlessly. Incentive Properties always stands by our commitment to customer service with our 0\$ cancellation fee.

Want to Sell Your Property?

Being a property owner can be an exhausting investment for many people. We understand that all property owners' come to a point where they no longer wish to be the landlord. At Incentive Properties we have a talented sales staff to insure that your property is aggressively advertised on the market to ensure a speedy and professional sale.

Our Marketing Plan

Incentive Properties offers an aggressive marketing plan to ensure that our vacant properties are filled immediately. We receive countless calls from potential tenants every week looking to fill vacancies they found throughout our various marketing efforts. Each property has professional wide-angle pictures taken of the interior and exterior of the property. These photographs are used to display the property professionally on MLS listings as well as numerous other websites including but not limited to:



Our marketing efforts don't stop there. When approved by our property owners, each property is accompanied by our signature, metal Incentive Properties "For Rent" signs to ensure potential tenants driving by notice your property. In addition to our marketing efforts, we are constantly receiving referrals from past and current tenants, realtors, and property owners. Many cases, we have tenants ready to fill our rentals before they become vacant. Incentive Properties makes every effort to fill your property with a qualified tenant(s) in a timely manner. Our property manager's work with the property owners to ensure a competitive price is set for the rental property, to ensure the turnover time is minimal.

What do the Fees Include?

Incentive Properties works hard to ensure that your property is managed in a professional and efficient manner. Our staff works around the clock to ensure that your property is properly managed, maintained, and occupied. The costs of our services pay for themselves time and time again and give the property owners peace and mind in knowing their investment is being taken care of.

Management Fees

- Securing a Tenant for the property
- Manage leasing agreement with tenant on owner's behalf
- Dedicated property managers available all day every day
- Manage tenant relations
- Negotiate lease renewals on existing leases
- Collection of rent in a timely manner
- Holding/Disbursement of rent and other amounts due or to become due to owner
- Handle tenant requests and negotiations
- Managing the termination of tenancies
- Signing and serving appropriate notices on behalf of owner
- Collection of default payments through legal means
- Initiating and prosecuting eviction and damages actions on behalf of the owner
- Procure legal counsel when necessary to protect owner's interest and rights in connection to the property
- Maintain and repair interior, exterior, and landscaping of property
- Periodic visual property inspections to ensure lease compliance
- Supervise all alterations, modernizations, and redecoration of property
- Manage contracts on owner's behalf for utilities, public services, maintenance, repairs, and other services deemed advisable
- Hire, discharge, and supervise all labor and employees required for the operation and maintenance of the property
- Conduct annual rent reviews
- Prepare monthly statements for property owners

Leasing Fees

The fees for our leasing services are in connection with:

- Arranging, placement, recording and administering advertising and signage
- Arranging, taking and archiving photographs of your property
- Creation and placement of properties on multiple online websites
- Uploading photos and property information to various online websites
- Organizing and conducting showings of the property to prospective tenants
- Keeping the property owner informed of showings and rental activity
- Administering lease applications and processing applications for tenancy
- Conducting comprehensive tenant screenings
- Negotiating the terms of the lease with prospective tenants
- Organizing the new lease agreement and processing items necessary for new residency
- Conducting the closing and processing of the lease
- Providing general information to the tenants as well as rules and regulations of the property
- Registration and activation of the tenant's online rental payment system

Lease Renewal Fees

The fees for a renewal of a lease are in connection with:

- Extending tenancy for an additional year of rental income for the property owner
- Encouraging management to retain existing tenants, thereby reducing property owner expenses and increasing income
- Review of market rents to adjust rents on lease renewals
- Timely renewal notices to tenants
- Negotiating the terms of the lease with the current tenants
- Preparation of proper lease renewal documentation

Frequently Asked Questions

1. How long does it take to rent my property?
2. How do you find qualified tenants to rent my property?
3. How quickly does Incentive Properties process the monthly rent and statements?
4. How often do you inspect my property?
5. Does Incentive Properties conduct move in/out inspections?
6. If I want to sell my property, can Incentive Properties help me?
7. How are rental collections handled?
8. What happens if I want to cancel my agreement with Incentive Properties?
9. Does Incentive Properties handle my legal actions?
10. Does Incentive Properties handle the maintenance on my property?
11. What happens if I am switching from another property management company?

Answers

1. How long does it take to rent my property?

If the property is in good condition and priced competitively, Incentive Properties will be able to find you a qualified tenant in a timely manner. The time it takes to rent out your property varies depending on the local market conditions, the time of the year, the availability and the condition of your property. In general, you can expect to have your property rented by a qualified tenant(s) in 2-8 weeks. As always, our talented staff will work to advertise your property, answer questions from prospective tenants, and seek leads to find a tenant to rent your property.

2. **How do you find qualified tenants to rent my property?**

All potential tenants for our properties have to go through a Comprehensive Tenant Screening. Our screening has proven in the past to reduce the troubles with tenants defaulting on payments or damaging the property in any way. The Comprehensive Tenant Screening process includes:

- A national credit report on every adult applicant
- An eviction search
- Verification of former landlord references
- Verification of the applicant's employment and/or income
- Nationwide criminal background check on all adult applicants, including terrorist and sex offender lists

3. **How quickly does Incentive Properties process the monthly rent and statements?**

Disbursement of funds happens every month by the 15th. The property owner will receive a monthly statement in the form of an email, from Incentive Properties, as well as the ACH balance transfer of the funds. Along with our emailed monthly statements, we also provide property owners with our web based system that allow for you to log in and view past and current monthly statements and work orders.

4. **How often do you inspect my property?**

When a property is vacant, our property managers make a visual inspection of the property on a weekly basis. Beyond that, we are constantly showing vacant properties to potential tenants which allows for our property managers to conduct a physical walk-through of your entire property. Once a property is rented, we generally check-in with the tenant(s) to ensure everything is fine with the property and with them.

5. **Does Incentive Properties conduct move in/out inspections?**

Our move-in and move-out inspections are a full walkthrough with both interior and exterior photos of the property. We include a full written report for both the property owner and the tenants. This provides peace of mind for the landlords to protect their property and residents to assure the return of their security deposit. In addition to the inspections, our managers also provide training to the tenant on all systems in the home including A/C, irrigation, and all appliances.

6. **If I want to sell my property, can Incentive Properties help me?**

At Incentive Properties we have a talented sales staff to insure that your property is aggressively advertised on the market to ensure a speedy and professional sale.

7. **How are rental collections handled?**

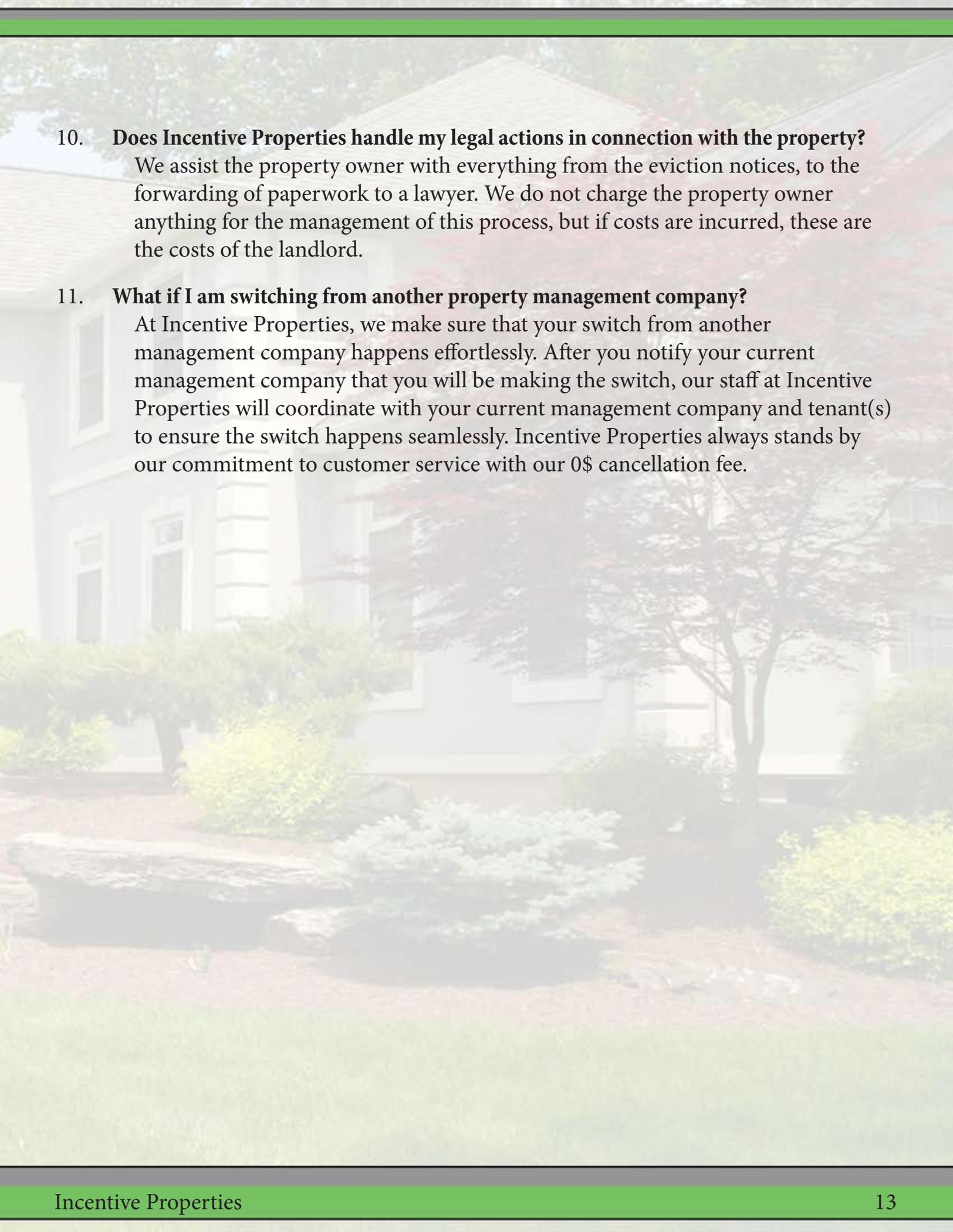
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8. **Does Incentive Properties handle the maintenance on my property?**

Incentive Properties has licensed property managers available around the clock. In addition to our licensed property managers we also have a licensed General Contractor on staff with contracts in all major industries including plumbing, HVAC and electrical. For all repair or maintenance services we provide a copy of the subcontractor's invoice and charge a 15% premium on the maintenance work done. This premium helps to cover additional overhead incurred for managing this process. We pride ourselves on achieving quality repair work at affordable prices, and utilizing our own maintenance staff allows the prices to be 15%-30% less than our competitors.

9. **What happens if I want to cancel my agreement with Incentive Properties?**

Incentive Properties has made commitment to customer service which is backed by our \$0 cancellation policy. This commitment has built our reputation in the property management industry. We believe that if a landlord is unhappy for any reason, that they should have the option to cancel the property management agreement with no penalty.

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10. **Does Incentive Properties handle my legal actions in connection with the property?**
We assist the property owner with everything from the eviction notices, to the forwarding of paperwork to a lawyer. We do not charge the property owner anything for the management of this process, but if costs are incurred, these are the costs of the landlord.
11. **What if I am switching from another property management company?**
At Incentive Properties, we make sure that your switch from another management company happens effortlessly. After you notify your current management company that you will be making the switch, our staff at Incentive Properties will coordinate with your current management company and tenant(s) to ensure the switch happens seamlessly. Incentive Properties always stands by our commitment to customer service with our 0\$ cancellation fee.

Conclusion

Incentive Properties would like to thank you for taking the time to review our Property Owner's Handbook. At Incentive Properties, we believe that communication and customer service is vital to building a successful business relationship. Our staff would be more than happy to answer any questions or concerns that you may have, so please don't hesitate to contact us directly at the office or via email.

Once again, thank you for reviewing our Property Owner's Handbook and we look forward to working with you in the future.

Thank You



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498 PALM SPRINGS DRIVE
SUITE 370
ALTAMONTE SPRINGS, FL. 32714

(P): 407-279-1876
(F): 855-279-1877
(E): SALES@INCENTIVEPROPERTIES.COM

WWW.INCENTIVEPROPERTIES.COM