

Our Investor/Client Services



Here is what you can expect from us as your property management team:

- From your first call, we will set an appointment to visit your investment property and conduct a thorough assessment of its marketability as a rental property. This includes recommendations for improvements and a free market analysis of other rental properties in the area. After the site visit, we can provide you with a suggested rental rate based on our assessment of the property and your income needs.
- Front Porch will provide you with a hands-on maintenance team that can help prepare the property for a new tenant. Homes that are clean and well-maintained attract the most qualified tenant.
- As soon as the property is tenant-ready, we will begin the marketing phase. We have found the most success with a combination of internet marketing and directional signs. We have a 24/7 dedicated phone line for all rental inquiries that rings on every team member's phone. That way, almost every call is answered by someone who can provide information and set appointments. We are motivated to get your property rented as soon as we can with the best possible resident.
- All applicants are properly screened using our three-point system which includes credit/criminal background checks, verification of rental history from past landlords and employment history including likelihood of continued employment. Our process is nondiscriminatory and fair to all applicants.
- Once we find the perfect tenant, we draw up the lease contract and all other documentation including our "House Rules," and set a time to meet with the new tenant either on-line or in person for signatures and key distribution. We conduct a thorough Move-In Walk Through with the tenants to document the condition of the property. This protects you from damage caused by the tenant after they move into the home.
- Going forward, Front Porch will coordinate all preventive and emergency maintenance necessary, negotiate service contracts, coordinate grounds keeping, and any other items outlined in the Management Agreement. Your management agreement will define how we handle maintenance issues, and any spending limits will be set by you.
- If a tenant needs a dispossessory, and this is rare, Front Porch will be your court representative, filing all paperwork properly and making court appearances when necessary.
- You will have access to Rentec Direct, the database used to track income and expenses which you can review at any time. This database will document all income and expenditures for each of your properties. Your monthly disbursement will be deposited into your account between the 9th and 15th of each month. You will also receive Year End statements of profit and loss for your tax reporting needs.
- When the tenant's lease is due for renewal, we will discuss with you any rent increases and renewal issues so they can be addressed when the new lease is signed.
- At the end of a lease term, we conduct a Move-Out Walk Through with the tenant and determine any repair costs to be deducted from the security deposit.
- Upon the tenant vacating the property, we will discuss your future plans for the rental. If those plans include continuing to lease it using Front Porch as your property manager -- and we hope they do -- we will execute

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another management agreement with you, prepare the home for new tenants, and begin the process to place another quality tenant in your investment property.