



Our Investor/Client Services

You have many choices today when looking for a property management company. There are giant national companies, large regional firms, and many local companies of varying sizes. In most cases, these companies have boilerplate fees and services, and apply a “one size fits all” perspective to your property or properties. This is the easy way to do it. Offer the same services to everyone – churn and burn. With Front Porch, I’d like to think we offer something a little different. If personal service and specialized attention are what you are looking for, you might see something unique in Front Porch. As our name implies, we approach property management like your home is our home. And our little hummingbird mascot symbolizes “joy” which represents what I hope we bring to every interaction, whether it’s with our carefully vetted tenants, or the owners with whom we have the pleasure to work.

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 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 offer you a maintenance team of professionals that are licensed, insured, and experienced, that can help prepare the property for a new tenant if you choose. Homes that are clean and well-maintained attract the most qualified tenant. We have a constantly growing list of service providers with whom we’ve cultivated a trusted and dependable relationship.
- 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, and we utilize a professional self-showing system that increases showings and rapidly responds to every lead. 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 various other addendums pertaining to the rental property 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 in to 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 and any spending limits will be set by you.

- In the event that a tenant needs a dispossessory, Front Porch will be your court representative, filing all paperwork properly and making court appearances when necessary.
- You will receive online access to our database with specific information regarding each of your properties including monthly reports detailing income and expenses. 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 make a determination of any repair costs to be deducted from the security deposit.
- Upon the tenant vacating the property, we will discuss with you 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 another management agreement with you, prepare the home for new tenants, and begin the process to place another quality tenant in your investment property.
- Our charges will be clearly outlined in the Management Agreement and "Services to be Performed" document. There are no surprise fees.
- We hold ourselves to a very high standard of conduct and professionalism in how we administer all matters related to your property and the tenants. Our priority is always to be your fiduciary.