

# **NORTH** PROPERTY MANAGEMENT

## **PROPERTY MANAGEMENT SERVICES**



### **CORE VALUES**

- ◆ **PERFORMANCE**
- ◆ **EXCELLENCE**
- ◆ **INTEGRITY**
- ◆ **INVOLVEMENT**
- ◆ **SERVICE**



## **WHO WE ARE**

**LEAVE YOUR HOME IN THE RIGHT HANDS FOR THE HANDS OFF EXPERIENCE YOU'VE BEEN LOOKING FOR.**

Property management is more than just tenants, accounting, violations and rent collections. While these are important functions provided by our management services, we believe in taking the extra steps to manage your home to the highest level of service.

North Property Management is based out of Cache Valley in Northern Utah. Our goal is to manage your home as if it's our own, so you can enjoy a hands off investment experience.

With our many team members and varied experiences, we have learned how important effective communication, time management and excellent customer service is. We have a passion for real estate and work hard to give our owners and tenants the best experience possible.

# WHY NORTH?

Are you a property owner who is feeling overwhelmed with your duties as a landlord for residential or commercial properties? Do you find you don't have time for your priorities because you are bogged down with chasing rent, financials and paying bills? Are you an investor who doesn't have time to deal with the logistics of property management? Are you feeling like rent analysis and searching for investments are just one more thing you have to do? Are you unsure of the best way to begin investing in real estate or what your next step might be?

Let us tell you – it doesn't have to be that way!

You deserve the chance to focus on the important aspects of being a real estate investor and we are here to make that happen.

With North Property Management, we want to take tasks off of your plate and ensure we are setting your real estate investments up for success. We will free up your time to focus on the more important aspects of being a property owner and investor. So, let's make it happen!



## Team Strengths

- ◆ Problem Solvers
- ◆ Organized
- ◆ Well-Staffed
- ◆ Detail Oriented
- ◆ Effective Communicators
- ◆ Personable
- ◆ Professional

## Team Skills & Experience

- ◆ QuickBooks
- ◆ Customer Service
- ◆ Marketing
- ◆ Contracts
- ◆ Real Estate
- ◆ Investing
- ◆ Legal Counsel
- ◆ UT Apartment Association
- ◆ Graphic Design
- ◆ Administrative Support
- ◆ Pools (CPO)
- ◆ Effective Meetings

## NORTH'S Performance Guarantee

We are committed to providing competent and professional management services for your investments. We recognize that the quality of our services reflect on your reputation as a property owner. Our guarantee is simple—**we do what we say we're going to do when we say we're going to do it.** If you are not happy with our performance, you may terminate our agreement. No questions asked.

# SERVICES & PRICES

## INITIAL SETUP

**TYPICAL COST: \$150 - \$450**

The specific onboarding services and their costs depend on the various service packages selected.  
For example: Landscaping onboarding services and costs apply only if the Landscaping Management services package is selected.

- ◆ Conduct a basic home inspection.
- ◆ Prepare a List of Repairs and Maintenance needed prior to filling the unit (if vacant).
- ◆ Establish Acceptable Leasing Terms and Maintenance Reserve Account.
- ◆ Research, determine, and advise on rental rates.
- ◆ Place a lockbox on property for emergency access.
- ◆ Accounting Books setup.
- ◆ Management transfer of records: intake, review, and recommendations.
- ◆ Create binder for properties specific needs for tenants regular use.
- ◆ Obtain all keys, remotes/fobs, and codes
  - Order additional remotes/fobs or re-key locks. (Cost Plus)
- ◆ Professionally clean the interior of the property. (Cost Plus)
- ◆ Provide Landscaping assistance when needed. (Cost Plus)

## GENERAL MANAGEMENT

**TYPICAL COST: 5-7% MO/DOOR**

- ◆ Facilitate rental contract agreements with approved tenants.
- ◆ Enforce the Rental Contract via notifications of violation or fine to Residents.
- ◆ Act as intermediary between the Owner, the Residents, and Affiliates.
- ◆ Respond to Owner, Resident, and Affiliate questions and requests.
- ◆ Notify the Owner of maintenance and repair needs.
- ◆ Propose cost saving measures & improvements to the Governing Body as appropriate.
- ◆ Maintain and make available post-inspection property condition reports.
- ◆ General non-emergency maintenance and repairs.
- ◆ Require and monitor tenant's Renters insurance.

# SERVICES & PRICES

## GENERAL MANAGEMENT (CONTINUED)

### ◆ Perform routine inspections and maintenance

- Move in inspection.
- Move out inspection.
- 6 month inspection.

### ◆ Tenant Placement

- Take and edit Professional Photos and Video Walkthrough.
- Provide common maintenance "how to" instruction steps under the kitchen sink, in the water heater/furnace room, and by the main water shut off.
- Produce professional marketing materials.
- Advertise property on MLS, website, social media, and other rental sites.
- Place signage and flyers on the property as regulations allow.
- Field inquiries, questions and then setup of showing appointments.
- Hold showings and open houses.
- Collect rental applications.
- Screen tenants according to Owner requirements and state law.
- Provide Move-In/Move-Out inspection for tenants to fill out at beginning of contract & end.
- Conduct an initial walkthrough with the tenant and provide property binder.

### ◆ Happy Tenant Program

- Follow up within 24 hours of a tenant submitting a request or concern.
- Provide quarterly "gifts" to tenants.
- Reward tenants for prompt payments and rule compliance.
- Inspect property every 6 months and address maintenance concerns.

### ◆ Insurance Claim/Emergency Management (Cost Plus)

- Perform timely emergency mitigation.
- Work with Homeowner's or Tenant's Insurance carriers as appropriate.
- Perform restoration, maintenance, and repairs as appropriate.

# SERVICES & PRICES

## FINANCIAL MANAGEMENT

**TYPICAL COST: 4-6% MO/DOOR**

- ◆ Services provided by In-House Accountant.
- ◆ ACH Deposit set up for owner records.
- ◆ Set Up Quickbooks.
- ◆ Facilitate rent collection.
- ◆ Manage late payments, non-sufficient funds, and similar issues.
- ◆ Notify and collect delinquent accounts.
- ◆ Process accounts payable monthly.
- ◆ Reconcile account monthly.
- ◆ Maintain the Property's general ledger.
- ◆ Maintain the Property's accounting and financial records.
- ◆ Make available the Property's most recent financial statements to the Owner.
- ◆ Prepare and disseminate monthly as well as year-end financial reports.
- ◆ Oversee Business Entity set up and compliance. (Cost Plus)
- ◆ Provide Utility Management. (Cost Plus)

## LANDSCAPE MANAGEMENT

**TYPICAL COST: COST PLUS**

These services and their costs are highly dependent on your specific landscape management needs. Following are only some of the services we can provide:

- ◆ Lawn care-mowing, trimming and edging.
- ◆ Lawn fertilizing, weed, and grub control.
- ◆ Planter area care.
- ◆ Tree and shrub planting and replacement.
- ◆ Annual tree trimming and pruning.
- ◆ Sprinkler system design, installation, management, maintenance and repair.
- ◆ Landscape design, remodeling, and installation.
- ◆ Irrigation water shares management and fee payment.

# SERVICES & PRICES

## SNOW REMOVAL MANAGEMENT

TYPICAL COST: COST PLUS

These services and their costs are highly dependent on your specific snow management needs. Following are only some of the services we can provide:

- ◆ Street snow plowing.
- ◆ Parking area snow plowing.
- ◆ Sidewalk snow clearing.
- ◆ Residence walkway snow clearing.
- ◆ Residence driveway snow clearing.

*Don't see what you need?*

Let us know! We would love to make a custom package tailored to fit your needs.





## Step 1



Call North Property Management to set up a free consultation appointment.

## Step 2



Based on the conversation and your specific needs, we will prepare a proposal and contract and send them your way.

## Step 3



We will discuss any questions or concerns, you will sign the contract, and we will get to work!

## Questions? PLEASE REACH OUT!



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