



BLUEHOME
PROPERTY MANAGEMENT

**Comprehensive
Management
Services**

We at **BlueHome Property Management** believe in providing all the services a landlord needs to have a frustration free and profitable investment property. No surprise fees ever, and if it's not part of this comprehensive list, we can still provide concierge services for just about any property need you may have.

ON-BOARDING

Vacant Property:

- 1 Intake interview to familiarize ourselves with the landlords' needs and goals.
- 2 Landlord orientation to the management agreement and BlueHome policy and procedures.
- 3 Answer all questions and concerns the landlord may have
- 4 Collect documentation so landlord can "set it and forget it".
 - A. Tax reporting forms, ACH authorization, pet policy, lawn/pool policies, HOA contacts etc.
- 5 Contact HOA management to confirm any restrictions or other rules that would affect leasing.
- 6 Perform initial walk-through of the home to assess for health and safety compliance.
 - A. Recommend licensed inspection for in-depth professional assessment of the home and its mechanicals and coordinate inspector access to the property.
- 7 Evaluate what repairs may be needed to maximize landlord return on investment.
- 8 Initiate utilities, lawn care, pool care or other regular maintenance as needed.
- 9 Approve and pay all utilities bills during vacancy.
- 10 Coordinate and provide oversight of normal "Make Ready" maintenance and repair work.
- 11 *Optional: Perform make ready coordination of major repairs or renovation work.
- 12 Re-Key locks
- 13 Order any missing access devices like garage door remotes, community amenity keys, etc.

Occupied Property, All the Above Plus:

- 14 Assist with the cancellation of current management agreements
- 15 Coordinate with previous management or landlord directly if none, for transfer of pertinent tenant documentation and keys.
- 16 Review existing lease in place.
- 17 Send notice of transfer to existing tenants.

- 18 Set-up existing tenant in our online system and portals.
- 19 Contact existing tenant and confirm their understanding about the transfer of management, where to make rent payments and whom to call with maintenance requests.
- 20 Perform initial property assessment with tenants and bring property up to par should there be any deferred maintenance.
- 21 Transition tenant to BlueHome's custom lease as soon as possible.

LEASING

- 22 Perform market analysis and determine best rental rate at which to advertise.
- 23 Perform or order professional photography of property.
- 24 Create walk-thru video of property (in most cases).
- 25 Edit marketing video.
- 26 Create custom sales copy.
- 27 Upload and syndicate listing to major rental websites and hundreds of ancillary sites.
- 28 Place "For Rent" signage when appropriate and allowed.
- 29 As needed, place property in local MLS and offer co-op commission to local agents (at no additional cost to landlord).
- 30 Take calls, emails and all other inquiries.
- 31 Pre-Screening and showing of the property to prospective tenants.
- 32 Schedule showings.
- 33 Perform showings.
- 34 Accept applications online.

Screening Tenants

- 35 Coordinate any association required screening or background requirements.
- 36 Conduct initial review of application and fast-track the best prospective applicants.
- 37 Score applicants on our 200+ point tenant risk calculator.
- 38 Screen pet applications and verify service animal status.
- 39 Collect all supporting documentation to confirm past landlords, income, employment and pets.
- 40 Perform background and credit checks on all applicants.

Screening Tenants

- 41 Confirm past landlord history and request landlord referral information about applicant.
- 42 Verify employment and income statements.
- 43 Perform a tri-county courthouse search directly from the county website to find any recent eviction filings that may not yet show up in a background check.
- 44 Determine if co-signor is needed.
- 45 Collect and verify identification.
- 46 Perform social media search of applicants.
- 47 Deny insufficient applicants in compliance with the Federal Fair Credit Reporting Act and provide legally required documentation of denial.
- 48 Approve only the best applicants and prepare offer to lease letter.

Tenant Move-In

- 49 Prepare attorney created custom lease per property and tenant.
- 50 Explain important aspects of the lease to new residents.
- 51 Explain what is expected as your new resident.
- 52 Perform lease signing in person or digitally.
- 53 Collect and account for move-in funds (security deposits, 1st months' rent, etc.)
- 54 Deposit security and pre-paid rent funds into Florida law compliant escrow account.
- 55 Forward lease to owner, securely file and enter the lease into our online systems.
- 56 Set up tenant with web portal for electronic check payments.
- 57 Confirm tenant liability insurance has been secured or provide default insurance at tenant cost.
- 58 Confirm utility transfer into tenant name.
- 59 Discontinue Lawn/Pool care as needed.
- 60 Provide new resident with door keys, mailbox keys, security codes and other access devices.
- 61 Update HOA as needed about new lease.
- 62 Perform final move-in assessment of the property and take high-resolution pictures and video as needed to document condition upon resident move-in.
- 63 Answer all resident questions in relation to the move-in process.
- 64 Provide move-in goodie bag to residents on their first night. (Promotes positive tenant interactions, at no cost to the owner)

Management

- 65 Receive repair requests and emergency calls 24/7/365.
- 66 Take all calls and communication from tenants on behalf of owners.
- 67 Troubleshoot issues residents can fix themselves before sending vendors.
- 68 Coordinate maintenance work with licensed, insured, qualified and quality focused vendors.

- 69 Order additional quotes when needed.
- 70 Problem solve complex repair issues and present solutions to owners for approval.
- 71 Quickly update owners when maintenance calls occur.
- 72 Approve and pay all vendor invoices (from owner funds)
- 73 Send rent reminders to all tenants before rent is due
- 74 Collect monthly rent via:
 - a. Online E-Check
 - b. By Mail
 - c. In Office
 - d. Pay Rent locations in retail stores (7-11 and CVS coming soon)
- 75 Process rent payments and close the monthly accounting cycle.
- 76 Direct deposit of landlord funds into authorized bank accounts.
- 77 Email operating statements and invoices to owners and provide 24/7 access through owner portals.
- 78 Collect late rents, if any:
 - a. Contact resident to remind them rent is past due
 - b. Prepare required 3-day notice to pay or vacate
 - c. Physically deliver notice to property
 - d. Contact resident about options, if any
 - e. Coordinate with attorney to process evictions when necessary
- 79 Perform periodic exterior assessments of property.
- 80 Perform interior property assessment within initial occupancy period.
- 81 Create assessment report.
- 82 Update owners of any conditions found during assessments
- 83 Oversee and follow up on any lease violations, including but not limited to:
 - a. HOA violations
 - b. Lawn violations
 - c. Pet violations
 - d. Parking violations
 - e. Other lease violations
- 84 Maintain regular contact with resident.
- 85 Negotiate lease break requests on behalf of landlord .

Renewals

- 86 Track lease expiration dates and initiate renewal process 60-90 days before expiration.
- 87 Perform rental analysis to determine current market rent.
- 88 Determine optimal renewal offer, balancing maximization of rent and minimization of turnover.
- 89 Present and negotiate renewal offer to resident.
- 90 Perform interior property assessment.
- 91 Prepare new lease with updated terms.
- 92 Execute renewal lease with resident with any updated terms.
- 93 Update all lease terms in online systems.
- 94 Coordinate lease signing.

Lease Ending

- 95 Provide move-out checklist to residents and advise them how to leave the property in the best condition possible to minimize deposit claims and disputes.
- 96 Provide move out package to residents of recommended cleaning supplies and vendors to assist with a smooth move out.
- 97 Perform interior walk-thru to determine show-ability of the property.
- 98 Whenever possible and practical, secure showing windows with existing tenant while still occupied.
- 99 Perform market analysis.
- 100 Determine optimal rental rate at which to market the property.
- 101 Place property on rental market.
- 102 Upon tenant move out, perform move out assessment of the property.
- 103 Rekey locks.
- 104 Perform tenant turnover repairs and activities with a goal of 7 days or less for turnaround time.
- 105 Continue to market and show property until the home is leased again.
- 106 Arrange for late turn-off or early turn-on of utilities with old and new tenants or turn on power and water in owner's name when needed.
- 107 Activate Lawn/Pool and other maintenance services when property is vacant.
- 108 Claim and process tenant security deposit as appropriate.
- 109 Mail deposit claim and any refund as per Florida law and guidelines.
- 110 Negotiate any security deposit claim disputes.

YEAR END ACCOUNTING

- 111 Provide year end income and expense statement.
- 112 Provide copies of all invoices for owner tax preparation.
- 113 Review and submit year end IRS forms for owner income (1099's).
- 114 Provide property value update upon owner request.



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