



Crystal Coast Realty & Home Services, LLC
528 Cedar Point Blvd
Cedar Point, NC 28584
www.CrystalCoastHomeOwnerServices.com
Toll Free: (800)523-2907

Property Management Program

As part of our complete line of Home Services, we offer a complete package of Property Management Services. For a low monthly fee our services include the following:

Servicing All Inquires & Complaints

- We keep records of all communications
- Communicate with neighbors if necessary or warranted by owner

Collections of all Fee's & Rents

- Take action on delinquent accounts
- Deposit of Rent checks directly to Owners account when available

Leasing

- Advertise & show the property
 - o Internet Advertising
 - o Print Advertising
 - o Local Newspapers
- Collect applications & screen applicants
- Execute lease & collect security deposit

Maintenance, Repairs & Improvements

- Coordination of all interior & exterior maintenance & repairs warranted by the owner – including carpet cleaning, painting, minor repairs
- Plan & coordinate all capital improvements for property if warranted by the owner
- Coordinate lawn care, maid service, etc if warranted by the owner
- Perform **STORM CHECKS**, as well as make sure tenant is prepared for securing property in case of Hurricanes
- Monthly or quarterly visits to home as warranted by owner
- *Introducing QRIDit® - instant electronic inspection and repair records sent immediately to homeowner.*

Accounting & Banking

- Custodial care of rent money
- Provide monthly report including costs of any repairs or services
- When available - Deposit of Rent checks directly to Owners account



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INSPECTIONS

Our licensed rental agents will personally perform a thorough inspection of your property upon the signing of the management agreement and at lease expirations, in order to keep your investment in prime condition at all times. These inspections allow us the opportunity to evaluate and monitor your property's maintenance needs as well as assuring that any unusual damage to the property is paid for by tenants. ****Introducing QRIDit® Technology that allows full details and inspection reports delivered to homeowner.****

MAINTENANCE AND REPAIR

We take pride in maintaining your property and keeping it in a condition that meets our high standards of rentability and will protect your investment. All aspects of repairs are handled by us, and you are contacted for approval if the invoices are expected to exceed \$200.00. Our agents may be required to have emergency repairs made before obtaining your approval when the repair is necessary for tenant occupancy such as electricity, plumbing, heating and air conditioning.

PROPERTY HISTORY

A history of all repair work completed on your property is maintained and is available for your review. We do request that you provide us with any information regarding warranties and/or prior maintenance to assist us in better handling maintenance issues that may arise. ****Introducing QRIDit® Technology that allows full details and inspection reports delivered to homeowner.****

TAXES

Annual reports are furnished conforming with state and federal requirements, which will assist you in filing your tax returns.

RENTING

We advertise in local and regional publications, as well as maintain a "hot-line" recording of available properties, and show your property to prospective renters.

APPLICATION PROCESS

Applications are accepted from prospective tenants with a \$35.00 application fee (to be applied toward credit and reference investigation costs) and a \$100.00 holding deposit (We apply this towards a prospective tenant's security deposit if they are accepted. This holding deposit is refunded if they are not accepted.) We research information regarding the prospect's previous tenancy, employment, character and credit references through Equifax credit information center.

LEASE AND SECURITY DEPOSIT

When leases are signed, the first month's rent and one full month's security deposit are collected prior to occupancy. Security deposits are held in an escrow account in compliance with North Carolina law.

KEYS AND INFORMATION

Keys are distributed and records kept of all keys given to tenants and maintenance personnel. Copies of our rules and regulations and any other Homeowner Association rules that apply prior to occupancy are given to the tenant.

RENT

Rent collected each month is forwarded to you, less expenses and management fees. This rent is scheduled to be mailed no later than the 15th day of the month, after all deposits have cleared and monthly activity is completed. Rent money is held in a non-interest bearing account before disbursement in accordance with North Carolina law. Any expenses will be listed on the monthly statement along with copies of any invoices.

COLLECTION / LATE FEE

Rent is due on the first day of each and every month and is accepted through the fifth day no later than 5:00 p.m. without penalty. If the rent is not received in the designated office by this time, the tenant will be subject to a collection fee equal to five (5%) of the monthly rental amount. The collection fee is due to CCHR and will be considered compensation for required staff efforts in pursuing the late rent.

LEASE EXPIRATION

Owners are notified approximately sixty (60) days prior to lease expiration to contact us regarding renewal plans. We then contact the tenant at least thirty (30) days prior to their lease expiration requesting written notification of their plans.

MOVES

Your property is inspected after tenants vacate and any necessary work is scheduled. Cleaning and damage repairs are paid from the security deposit. Normal wear and tear repairs, such as touch-up painting are paid by the owner.

BROKEN LEASES

Tenant must pay all reasonable costs of securing another tenant including the new lease fee. This will be in addition to the tenant being liable for rent payments until your property is occupied by a new tenant. We will return to the previous tenant all rent collected from the new tenant through the date the rent was paid in advance.

RETURNED CHECKS

A \$25.00 service charge is collected on all returned checks which is payable to CCHR. A second offense shall deem it necessary to accept from that point forward, only cash or money order for rental payments.

EVICCTIONS

We will file for eviction and distress if rent is not paid by the sixteenth (16th) day of the month. The cost involved will be due from the tenants.

FIRE & SAFETY INSPECTION

Your property is inspected annually by a licensed Real Estate Broker to certify there is a working smoke detector in your home. A fire extinguisher is recommended for additional fire safety.

QRIDit® HOME WATCH REPORTING SYSTEM

Verifies the inspector/agent is at your home (GPS QRID Card Technology)

Instant Reports (with pictures)

Easy/Convenient/archived reports easily accessible 24/7

Easy to track repairs & work done to home.

Contact us for full details on our fee structures. Be sure to ask about our
management fee discount for Military!
We are local and family owned.