



NEW CLIENT RESOURCE

MANAGEMENT

TEAM MANAGEMENT

Landlords are not assigned a specific *Account /Property Manager*. We offer “**Team Management**” approach. This is a more efficient system versus assigning an *Account/ Property Manager*. Our team is made up of accountants, property managers, maintenance coordinators, leasing agents, applicant screeners, realtors, field agents and brokers. Our landlords contact us by phone or group email and the right person will assist you in answering your concerns.

Phone: 972-293-5575
Email: info@jogip.com

ACCOUNTING / MONEY

MONTHLY STATEMENTS

Monthly accounting statements can be viewed online via “*Owner Portal*”. All landlords must set-up their portal access by using email address we have on file and creating a password. (*Note: Choose a password you can remember, Management will not be able to retrieve your password.*) You will have access to your monthly statements 24 hours a day. To set up your *Owner Portal*, contact our office by email. You will be sent a link to set up your online account.

BANK DEPOSITS

We direct deposit rents into landlord’s bank account on the 10th day of each month providing tenant pays rent by the 1st. In rare cases where tenant pays late, we have additional direct deposit dates (15th and 20th). Management does not issue paper checks.

RESERVE ACCOUNT

All landlords are required to establish and maintain a minimum \$325 reserve account per property. The reserve account funds are used toward expenditures during any normal operational month. Reserve funds are replenished monthly if used. Reserve funds are used for any property expense not limited to evictions, repairs, fees and etc. Reserve account is not optional; it’s required.

DELINQUENCY / COLLECTIONS

All tenants who have not paid their rent by the 10th day of the month will be reviewed for eviction. All evictions will be filed by the 15th day of the month for all tenants who have a balance equal to 1 month's rent. Landlord will be notified. Management has a zero tolerance for non-payment. All balances post move-out are subject to third-party collection agency. Management does not handle collections post move-out.

LEASING / RENTING

APPLICANT SCREENING

All applicants are required to submit an application, photo identification, and a recent copy of a check stub or a bank statement (if self-employed). All applications are processed for its integrity. We are in strict compliance with fair housing and privacy laws. Management will approve or decline applicants.

LEASING

Our leasing team works diligently to lease your property. We coordinate needed repairs, maintain lawn during vacancy and screen all applicants that apply. We try our best to get you the highest rents and the best terms.

LEASE AGREEMENT

We use Texas Association of Realtors lease agreements, most comprehensive and fair lease agreement out there. Once executed, we will send you a copy via email for your personal records.

MARKET ANALYSIS - FAIR MARKET RENT

Fair market rent is determined by comparing similar homes in the area that were leased recently (last 6 months) to determine the rent price of your property. We will share this information with you. Rental comparables are evaluated yearly to ensure we are getting maximum rents.

INSPECTIONS

MOVE-IN

Prior to tenant moving in, we complete a move-in inspection. In addition, tenant will complete a move-in inventory form notating any damages. This document is maintained in tenant records until end of lease.

DRIVE BY

We conduct a drive-by inspection monthly to ensure tenant is in compliance with community rules and city ordinances. There is no monthly report generated if there are no violations viewable from drive-by.

INTERIOR-URGENT IMPORTANCE

Management will conduct interior inspection during occupancy if there is an urgent importance (emergency situation), known lease violation or health hazard. Landlord will be notified. Landlord may request an interior inspection at an additional cost. (\$55 to \$110)

MOVE-OUT

Management will conduct move-out inspection each time tenant moves out. Landlord will be presented with move-out report, repair estimate and security deposit charges (if any). Landlord may elect to have property professional inspected by licensed property inspector at this time.

VACANCY MAKE-READY INSPECTION

Landlord's property will be inspected to assure that the property is in good condition and ready to rent. The Texas Property Code requires certain safety features for rentals including but not limited to: keyless deadbolt locks and smoke detectors in all bedrooms. The inspection will show if the property needs cosmetic improvements or additional maintenance. At property owner's option, they may elect property to be inspected by licensed inspector. There are additional costs associated with hiring a third-party licensed inspector.

The OWNER expressly grants to the MANAGER herein the following authority:

- A. To provide for any and all negotiating and contractual arrangement (in the name of the OWNER) by maintenance contractor(s) for any and all repair items deemed necessary by the OWNER and/or the MANAGER, and to pay maintenance contractor(s) for these services, repairs and improvement from the OWNER's funds.
- B. OWNER grants express consent for MANAGER to authorize repairs to OWNER'S property(s). ***No additional consent or authorization is required for routine repairs within Managers Authorized Limit.*** Routine Repairs are defined as non-urgent everyday repairs which need to be carried out as a result of normal usage. MANAGER is not obligated to use his own funds for any repair regardless if routine or emergency. In the event, MANAGER at MANAGER's discretion uses his funds for benefit of OWNER and OWNER's property; OWNER must refund MANAGER upon request. (See MANAGER Authorized Limit)
- C. **MANAGER AUTHORIZATION LIMIT.** OWNER authorizes MANAGER not to exceed two hundred fifty in labor cost per repair item. All repairs that exceed the MANAGER authorized limit will require OWNER approval unless deemed an emergency. (See Emergency)
- D. **EMERGENCY REPAIRS.** OWNER grants express consent to MANAGER to authorize emergency repairs regardless of MANAGER Authorized Limit providing a non-action jeopardizes the health or safety of tenant, occupant or guest. MANAGER will use best efforts to notify OWNER. If OWNER cannot be contacted, MANAGER at his discretion can authorize repairs on behalf of the OWNER. MANAGER is not obligated to use his own funds for any repair regardless if routine or emergency. In the event, MANAGER at MANAGER's discretion uses his funds for benefit of owner and owner's property; OWNER must refund MANAGER upon request. MANAGER considers emergency repairs to be any and all item(s) that may affect the health and safety of any and all tenants, occupants or guest. Examples of these items may include: Non-working HVAC, No hot water, sewage backup, loss of electricity, exposed wiring, leaky roof, missing safety devices, evidence of mold and any dangerous condition on the property.

- E. AUTHORIZATION REQUIRED.** MANAGER will not make any of the following repairs or replacements without OWNERS authorization under any circumstances: Replacement of HVAC system, replacement of roof, replacement of carpet, foundation repair and any additions (remodeling) to the property.
- F. PAYMENT FOR REPAIRS.** All repairs contracted by MANAGER for OWNER's property(s) is the sole responsibility of the OWNER. In addition to repair cost, OWNER is liable for supply/material cost, trip charges, estimates and investigated fees charged by vendor/contractor.
- G. SERVICE CONTRACT.** Providing property has a home warranty service contract OWNER must provide MANAGER with copy of service contract and detail list of all items warranted. OWNER hereby responsible for paying all deductibles/service charges. If any additional communication required from Warranty Company is the responsibility of the OWNER. MANAGER will coordinate all warranted repairs.
- H. APPROVED CONTRACTORS/REPAIRMEN.** MANAGER will only contract approved vendors from MANAGER's vendor network to make repairs to OWNER's property(s). The only exception is properties with "Service Contracts" in place. MANAGER will not authorize repairs from outside vendors/repairmen, relatives of OWNER and/or tenants. (See Opt Out Clause)
- I. OPT OUT MAINTENANCE.** OWNER may opt out of MANAGER coordinated repairs by signing Opt out Addendum. (Addendum will be provided upon request of OWNER)
- J. PROPERTY STANDARDS.** OWNER agrees to keep property functional and safe at all times. For the purpose of this agreement "functional" is defined as all mechanicals and appliances installed at property are operational free from mechanical defect. For the purpose of this agreement "safe" is defined as protected from or not exposed to danger or risk. OWNER grants authority to MANAGER to remedy all safety hazards at property.
- K. MANAGER RESERVATIONS.** MANAGER at MANAGER discretion reserve the right to modify maintenance policy at any time, providing MANAGER tender a 30 day written notice to OWNER, advising OWNER of changes. Notice maybe delivered via email or sent via US mail. All revision to maintenance policy will become binding. OWNER continuous use of services after delivery of 30 day notice of change will constitute an acceptance of changes.