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CAL B.R.E. LIC. # 0 2 0 0 8 6 0 5

Dear Prospective Client,

Thank you for contacting us for information regarding our services. Enclosed you will find a copy of our new client management package which will provide you with information about us and the services we offer.

Five Star Property Management is a locally owned and operated company that has specialized in managing residential real estate. We currently manage tons of single and multi-family homes throughout Bakersfield and portions of Kern County.

As a full service property management company we offer complete property management services. All of our services are provided at a *low monthly fee* with no hidden costs.

Each member of our team is knowledgeable, professional, prompt and courteous. As experienced professionals we realize your property is a valuable investment and we treat it as such. With that in mind our primary goals are to:

- ❖ **Maximize Your Cash Flow:** We are committed to maximizing your income by obtaining the maximum amount of rent for your home that market conditions will bear.
- ❖ **Minimize the Vacancy Period:** We are committed to minimizing the time that your rental is not generating income by designing and executing a targeted marketing plan to rent your property as quick as possible.
- ❖ **Protect Your Investment:** We are committed to protecting your investment by thoroughly screening prospective tenant(s).
- ❖ **Do The Work For You:** We are committed to providing you full service by handling everything on your behalf so you can spend your time on more important things.

Please review our management package and call us at (661) 831-3000 if you have any questions or concerns. We hope that we can be of service to you and look forward to hearing from you in the near future.

Best Regards,

Five Star Property Management

Property Management Service we Provide

- ❖ At Five Star Property Management, we are committed to fulfilling all of your property management needs. Below is a list of some of the services we provide our clients. If there is a service you are particularly interested in, but cannot find it listed below please call us at (661) 831-3000.

Professional, Prompt and Courteous Services

- ❖ As a locally owned and operated business we strive to provide each of our client and their tenants with professional, prompt and courteous service. Each of our team members treats all of our clients and tenants with respect and dignity.

Prepare Your Property to be Rented

- ❖ Your property manager will meet with you to evaluate your property and make recommendations to prepare your property to obtain the optimal monthly rental amount.
- ❖ Your property manager will coordinate the completion of any maintenance or repair item you have approved using our extensive network of qualified vendors to ensure all work is completed.

Determine the Optimal Monthly Rental Amount

- ❖ Your property manager will do a Market Analysis to determine the optimal monthly rental amount for your property utilizing a wide range of professional resources.

Design a Targeted Marketing Program

- ❖ Your property manager will meet with you to design a targeted marketing program to rent your property as quickly as possible.
- ❖ Your property manager will execute your targeted marketing program utilizing the Internet, Local Newspaper and Property for Rent Signs.
- ❖ Your property manager will promptly pursue all leads and inquiries and schedule showings of your property during the week, evenings and weekends if necessary.

Thorough Screening of Applicants

- ❖ Your property manager will thoroughly review each prospective tenant(s) rental and credit history, including prior evictions.
- ❖ Your property manager will verify your new tenant(s) current employment and stated income.
- ❖ Your property manager will contact your new tenant(s) previous landlord(s) to verify payment history and care of property.
- ❖ Your property manager will discuss the results of the screening process with you and make our recommendations.

Coordinate Move-In of New Tenant

- ❖ Your property manager will collect the first month's rent and security deposit in the form of a cashier's check prior to your tenant's move-in.
- ❖ Your property manager will prepare all rental and lease agreements utilizing California Association of Realtor approved forms.
- ❖ Your property manager will meet with your tenant(s) and ensure all agreements have been properly executed prior to his or her move-in.
- ❖ Your property manager will document your property's condition utilizing digital photography prior to your new tenant's move-in.
- ❖ Your property manager will have your tenant complete and sign a "Statement of Condition" report verifying the condition of the property at the time of his or her move-in.
- ❖ Your property manager will instruct your tenant regarding rental payment terms and required property maintenance.

Prompt Rental Receipt Collection and Disbursement

- ❖ Your property manager will promptly collect your rental income from your tenant at the beginning of the each month.
- ❖ Our Accounting Department will disburse the rental proceeds in the manner instructed by you on a monthly basis.
- ❖ Your property manager will serve Three (3) Day Notices to "Pay Rent or Quit" if rent has not been paid by the fifth day of each month.
- ❖ Your property manager will coordinate the start of unlawful detainer action to evict your tenant in the event the rent is not paid. (*Note: This charge for this service is the responsibility of the owner*). We just get the process started.

Payment of Your Monthly Expenses

- ❖ Our accounting department will pay all reoccurring monthly expenses on your behalf such as:

*Mortgage	*Association
*Property Taxes	*Utilities
*Insurances	*Gardening and Pool Services

Detailed Monthly Accounting Report

- ❖ Our accounting department will provide you with monthly itemized statements showing income and expenses related to your property; including year-to-date totals.
- ❖ Our accounting department will provide you a year-end accounting summary of your account and 1099's.