

Arizona Elite Properties

Property Management Services

Our Commitment For Service

- We make certain that we protect your interest by placing a qualified tenant in your home that will properly maintain the property and pay rent in a timely manner in accordance with their lease.
- All Tenants receive a copy of “The Arizona Landlord and Tenant Act” in order to be in compliance with the statute.

Marketing

- We place your rental property on our web site as a featured rental.
- We advertise all rental properties on numerous real estate related web sites.
- We advertise on numerous rental property sites.
- We market your rental on the MLS Nationwide.
- We deliver a copy of your rental property to competing leasing companies.

Tenant Screening

- We conduct online credit and background checks within five minutes of receiving a completed application and the required fee.
- We review a prospective tenants credit based on their ability to pay as opposed to their credit rating mainly because of the economy and damaged credit from a possible foreclosure.
- We review the criminal background check very carefully to make certain we have a responsible tenant for the property.

Tenant Placement

- Qualify the tenant/tenants.
- Conduct a walk thru and obtain written acceptance of the property.
- Review general maintenance guidelines.
- Review CC & R's with tenant/tenants.
- Educate the tenant when rent is due and when late charges will apply.
- Review all addendums and HOA guidelines with tenant in detail.

Inspections

- Tenants are entitled to quiet enjoyment of the property and we are not permitted under the Landlord and Tenant Act to abuse their rights, however, we will conduct quarterly interior inspections.
- We visit with approximately 20 neighbors and provide them with our contact information so they can report any abuse or unusual activity at the property.

Addendums to Lease

- Tenants are required to sign:
- Smoke free addendum
- Drug free addendum
- Crime free addendum
- Pool Disclosure
- Lead Paint Disclosure
- Credit Application
- Pet Disclosure
- Agency Disclosure

Approved Suppliers

- All our vendors must provide and maintain liability insurance, workers compensation, and be registered with The Arizona Register of Contractors.
- We do not mark up any invoices and all vendors are required to provide competitive pricing.
- All work orders over \$200.00 require landlord written approval.

Vendors

- Pool Supply and maintenance
- Insurance for tenants and landlords
- Handyman repairs
- Plumbing
- Electrical
- Landscaping
- Air Conditioning and Heating
- General contractor

Arizona Law

Article 1 General Provisions 33-1902

- An owner of residential property who lives outside the state of Arizona shall designate and record with the assessor a statutory agent who lives in the state and who will accept legal service on behalf of the owner.
- A person who fails to comply with this provision shall be assessed a civil penalty of \$1,000 plus an additional \$100.00 per month until compliance occurs.

Service Fee

- Our fee for the service we provide ranges from 8% -10% however owners with multiple properties will receive a reduced fee.
- A one time set up fee is \$150.00 regardless of the number of properties.
- All properties are registered with the county.
- All rental tax collected from the tenant is paid monthly to the proper municipality.

Family and Friends Program

- Any property owner that refers a client to Arizona Elite Properties will receive a 1% discount off their current monthly fee for each referral provided down to as low as 6%.
- This is our way of saying “thank you” for your referral.

Landlord Funds

- Upon receipt of tenants check we will immediately issue our check to the property owner without waiting for a tenants check to clear their bank.
- Should a tenants check be returned all future rent payments from the tenant must be in cash or bank check.
- Landlord will receive a monthly statement indicating all disbursements along with our monthly newsletter.

Tenant Funds

- All security deposits are held in a “broker trust” account.
- We can request up to 1 ½ months rent as security.
- Pet deposit - (refundable)
- Cleaning deposit - (refundable)
- Key deposit - (refundable)
- Cleaning Fee - (non-refundable)
- Redecorating Fee – (non-refundable)
- Pet fee – (non-refundable)

Additional Services

- Residential Listings Sales
- Commercial Listings, leasing and Sales
- Business Brokerage
- HUD Certified Bidder
- Loan Modification
- Lease Modification
- Loss Mitigation (Short Sales)
- Rental Properties
- New Home Sales Instant Rebate Program

Repairs and Maintenance

- We will only make necessary minor repairs without your permission under \$200.00 if agreed to by you.
- Any repairs paid by us will be supported with an invoice from the vendor.
- Any major repairs will be supported with three estimates to insure the best possible pricing and must be authorized in writing by the property owner.

Eviction Process

- We make certain we place a qualified tenant in your property unfortunately financial circumstances change and on occasion we must remove the tenant from the property in accordance with The Landlord and Tenant Act.
- If a tenant is late in paying their rent we give them a courtesy call to bring their rent current within 24 hours.
- If they fail to comply we issue a five day notice to cure the default and if they do not cure the default we immediately start the eviction process.

Real Estate Divisions

- Broker 2 Broker Network
- Business 2 Business Satellite Network
- Elite Commercial Division
- Agent 2 Agent Network
- Corporate Relocation and Sales
- Residential Property Management Division
- Commercial Property Management Division

Recommended Services

- Notify your insurance company that your property is a rental property. We provide free insurance quotes.
- Make certain the property value reflects today's market.
- All tenants are requested to consider purchasing a tenant insurance package.
- We suggest that property owners purchase a Home Warranty as a hedge against potential major repairs. We can supply additional information and a free quote if requested.

Support Staff

- Robert C. Kline – Broker
- Marguerite Yozzo – General Bookkeeper
- Mary E. Kline – Property Management Bookkeeper
- Sharon Goodwin – Recruiting and Business Development
- Teresa Williams - Human Resources and Transaction Manager
- Lisa Manderscheid – Administrator
- Gloria Stinson - Administrator

Residential Property Managers

- Jacquelynn Arnold
- Cliff Bakemeier
- Michael Bohlman
- Ross Brand
- Pam Watson
Brown
- Sharon Carstens
- Neil Cooper
- Nina DeWys
- Brittney
Hernandez
- Pati Iseman
- Gwen Johnson
- Jamal Johnson
- Robert C. Kline
- Brian Marcus
- Ellen McConville
- Dan McNulty
- Aimee Olinger
- Rick Paige
- Jose Uzarraga
- Jill Varaljai
- Mark Widuch
- Michael Yozzo

**Service That Will Exceed Your
Expectations**

Mission Statement

- Our goal and objective is to provide you with the required property management services that will exceed your expectations.
- Our property managers are well trained and recognize that they are acting in your capacity to protect your property and provide you with a stress free relationship.
- Our monthly newsletter will be mailed to you in order to keep you informed about the real estate market.
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Arizona Elite Properties

Office Location:

- 225 East Germann Road Suite #110
Gilbert, Arizona 85297
- Phone (480) 899-9010
- Fax (480) 899-4918

Arizona Elite Properties

- For more information please visit our web sites below:
- elitelandlord.com
- azqueenecreek.com
- arizonaeliteproperties.com
- elitecommercialaz.com
- agent2agent.net