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Our full service management and leasing includes:

1. Move-Out Process

- a. Contact the resident approximately 90 days prior to the lease expiration date and give them options for lease renewal
- b. If the resident decides NOT to renew, but rather to vacate, provide them with a legal 'notice to vacate' form which they fill out and return
- c. Once a 'notice-to-vacate' is received, contact the resident to determine if there is any way we can convince them to stay
- d. Coordinate the move-out process with the vacating resident beginning with the time the resident submits a notice-to-vacate
- e. Meet with resident to go over our list of cleaning and 22 point move-out procedure checklist to help ensure the property is left in good condition
- f. Stay in contact with the resident during the 30 days prior to move out to ensure they are staying on schedule with the move-out
- g. Complete the key transfer from vacating resident at time of move out
- h. Transfer utilities from resident back into owners name, billed to Grace Management
- i. Complete a full property inspection report after the resident has vacated
- j. Take interior pictures to document the full condition
- k. Order all repairs and cleaning work needed to bring the property back to rent-ready condition in as short amount of time as possible
- l. Coordinate access with all individual vendors
- m. After all vendors have completed their work, complete another full property inspection report to ensure the property is fully rent ready
- n. Review vendor invoices for accuracy before any payment is issued
- o. Complete the ex-residents security deposit disposition paperwork in accordance with Colorado State law
- p. Forward ex-resident receipts for any deductions made to their security deposit
- q. If ex-resident owes money, initiate the legal collection process in accordance with Colorado and Federal law

2. Re-Renting Process

- a. Confirm property is 100% rent ready including checklist of state and federally mandated items such as CO2 detectors within 15 feet of each bedroom
- b. Place welcome gift, entry mat, and welcome packet of information in the property
- c. Complete a property information sheet with all pertinent rental information
- d. Take professional interior and exterior pictures including pictures of the community when possible
- e. Enter advertising information on-line and upload photos onto over 100 unique internet sites
- f. Create html code so that our Craigslis.com is not just verbage, but rather is a rental brochure
- g. Place professional signage on the property
- h. Place door-hangers on nearby properties informing neighbors that a property in their neighborhood is for-rent
- i. Take incoming phone calls of interested parties and answer any question about the property
- j. If party is interested in viewing the property, ask them pre-qualifying questions and fill out a pre-qualifying form with them over the phone
- k. If prospect meets pre-qualification standards, set a time for them to view the property
- l. Meet the prospect at the property and give them a full property tour, a answering any and all question they may have about the property and the leasing process
- m. While at the showing - if the prospect is not interested in the property show them information and pictures other properties through our i-pad
- n. Give the prospect our custom document 'how to avoid rental scams and dishonest landlords' as educational information
- o. Give the prospect a \$10 off coupon that applies if they submit their rental application within 24 hours of viewing the property
- p. If interested, have the prospect fill out our custom 4 page rental application
- q. Call the applicants current and previous landlord(s) for rental verification
- r. Pull a full background check on the prospect including credit report, eviction background check, criminal history, and sexual predator background check
- s. Process the rental application through our 16 point verification process
- t. Notify the prospect of approval or denial
- u. If approved set a time for the approved applicant to sign the lease and pay the security deposit
- v. If denied, provide the applicant with the federal required letter of denied

3. Lease Signing Process

- a. After an applicant has been approved to rent a property we schedule a lease signing appointment
- b. Prepare the following in-house custom documents:9 page lease agreement
 - ✓ Mold Prevention Addendum
 - ✓ Crime Free / Drug Free Housing Addendum
 - ✓ Pet addendum if resident has a pet
 - ✓ Lead Based Paint Disclosure
 - ✓ Brokerage Disclosure
- c. Present the full lease file to the resident(s)
- d. Have each occupant over the age of 18 review and sign the lease
- e. Collect copies of drivers licenses for each occupant over 18
- f. Get a picture of the approved pet if applicable
- g. Collect the security deposit and pro-rated rent due
- h. Call utility service providers and transfer service into new residents name(s)
 - ✓ Water
 - ✓ Gas
 - ✓ Electric
 - ✓ Trash
- i. Provide new resident with door keys, mailbox keys, door and security codes, hoa information
- j. Inform resident of contact information for emergency after hour emergencies
- k. Answer all resident questions in relation to the move-in process

4. After the Property is Occupied

- a. Receive repairs requests
 - ✓ During business hours
 - ✓ After hour and emergency calls
 - ✓ Line up service repairs for those items that are not the responsibility of the resident
 - ✓ Coordinate with vendors on service calls
 - ✓ Line up access for vendors on service calls
- b. Approve and pay all vendor invoices
- c. Approve and pay all utility bills from the time the property was vacant
- d. Collect monthly rent from residents
 - ✓ Payments by mail
 - ✓ Payments brought into our office
 - ✓ On-line payments
 - ✓ Credit card payment
- e. Process rents, payments and close the monthly accounting cycle
- f. Direct deposit of owners funds into bank account
- g. E-mail operating statement and invoices to owners
- h. When resident has not paid rent by due date:
 - ✓ Prepare the state required 3 day demand notice
 - ✓ Physically deliver the notice to the property
 - ✓ Contact resident regarding the payment and legal options
 - ✓ Schedule for a court hearing if rent is not paid
 - ✓ Coordinate with attorney in preparation for hearing
 - ✓ Attempt to get legal judgement of property at initial court appearance
 - ✓ Line up sheriff for physical eviction if necessary
- i. Oversee and followup with any lease violation including:
 - ✓ HOA violations
 - ✓ Lawn violations
 - ✓ Pet violations
 - ✓ Parking violations
 - ✓ Other lease violations
- j. Coordinate sprinkler turn-on and turn-off
- k. Maintain regular contact with resident

5. Lease Renewal Process

- a. The lease renewal process is extremely important. If the resident does NOT renew their lease but decides to vacate - it is going to cost you money in turnover expenses as well as lost rent while the property is vacant. For this reason we make every effort to retain our quality residents.
- b. The lease renewal process for us begins the day a new resident moves in. We work hard to maintain a strong relationship with the resident during the term of the lease so that when it comes time to renew - they will not have any reason to move.
- c. National surveys show that the number one reason residents give for moving is poor maintenance service during the term of the lease. A Landlord may manage to save a few dollars by delaying or even ignoring needed repairs, only to incur much larger expenses because the resident simply vacates when the lease term is up for renewal. **DON'T LET HIS HAPPEN TO YOU.** It is well worth the time, hassle, and even a few extra dollars during the term of the lease to keep a quality resident on a long term basis.
- d. The national average in turnover is estimated at 40%. The turnover rate for Grace Management during 2012 has been 20%. That means we have saved our Landlords tens of thousands of dollars in turnover expenses as compared to national averages. We even had a resident renting the same property for 30 years, that resident paid the entire mortgage for the Landlord!
- e. 90 days prior to a lease expiration we conduct a market survey to determine the current rental rate of the property.
- f. Review the resident history including lease violation issues, late payments, length of tenancy, last rent increase, etc.
- g. Based upon these factors, determine the renewal rate and length of renewal that will be offered to the resident.
- h. Contact the resident by phone and e-mail to offer them a lease renewal.
- i. Explain their renewal options and answer all questions.
- j. If the resident wishes to vacate we provide them with moving instructions, cleaning instructions and a notice-to-vacate form and initiate our turn-over process.

- k. If the resident does indicate they will be moving, we ask them "why" to determine if there is anything we can do to keep them in the property.
- l. For the 80% of our residents who do wish to renew, we prepare lease renewal paperwork.
- m. Work with all residents over 18 years of age to ensure they all complete the lease renewal paperwork and turn that into our office in a timely fashion.
- n. If the resident does not vacate AND does not sign a lease renewal we provide them with the legal notifications that they are legally on a month-to-month lease with month-to-month charges (typically a 15% increase) apply.
- o. Start working again in preparation for the next year lease renewal!