



Property Owner's Handbook

**Please keep this document in a safe
Place for future reference.**

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Welcome to Qwest Property Management!

This “Property Owner’s Handbook” is designed to familiarize you with our administrative process. It is our sincere belief that when you, as our client, understand this process, we can better serve your needs.

All relationships are established by written agreement between you and Qwest Property Management or companies acquired by Qwest Property Management. All terms, conditions and provisions outlined in this handbook are subject to change or withdrawal at any time without notice. You should look solely to your individual property services agreement for actual services rendered. For the most up to date version of this handbook, check our website at www.QwestPM.com.

The following index outlines the benefits, services and what you as our client can expect from Qwest Property Management.

INDEX

Pages

Part I	Why Choose Us?	3-6
Part II	Frequently Asked Questions?	7-11
Part III	Property Owners Expectations (What you can expect from Qwest PM)	12-16

Qwest Property Management

PART – I

Why Choose Us?

- Our People Make the Difference – Personal relationships, experience and know how.
- Qualified Leasing Consultants = Results
- Video Taped Property Inspections = Detailed Records
- We show rental properties 7 Days a Week = Convenience
- Superior Tenant Screening = Guaranteed Savings
- Computerized Accounting = Accuracy
- Guaranteed Tenant = If our tenants break the lease (first 6 months), we'll waive our leasing fee and re-rent your property FOR FREE! (excluding advertising cost, if any.)
- Qualified Property Managers
- No surcharge to property owners for maintenance and repairs by Independent Contractors.
- Our services are tax deductible = You can do the work yourself, or you can have us do the work for you and deduct it from your taxes.
- We save you time, money and aggravation in dealing with your rental property.

Our People Make The Difference



Kevin D. Wright – President

Licensed Real Estate Broker

Property Manager

Member of the National Association of Residential Property Managers

Member of the Grand Rapids Rental Property Owners Association

Member of the Grand Rapids Association of Realtors

Member of the Michigan Association of Realtors

Member of the National Association of Realtors

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Qwest Property Management is owned and managed by Kevin D. Wright. With fifteen plus years of Property Management experience, Kevin brings a wealth of knowledge to our clients. Kevin is a licensed real estate broker in the State of Michigan and formed Qwest Property Management in 2005.



Leasing Consultants

Because we average hundreds of prospective renter calls each week to our office, we dispatch our leasing consultants who show rental homes seven days a week. Our leasing consultants are specially trained to help assist prospective tenants and leasing properties. This increase in showing efficiency, coupled with specialized training means results for our property owners, not to mention a tremendous benefit in time and savings to our qualified renters seeking quality homes.

Video Taped Property Inspections

If you believe that a picture is worth a thousand words, then Video Taped Property Inspections are just one more reason why you should hire Qwest Property Management as the property manager of your single family home, condo, townhome, etc... Since we began adding videotape to our home inspections, there hasn't been any question as to "what the property looked like prior to move in." This provides peace of mind property management for property owners who want to protect their property AND their residents who want to ensure the return of their deposit.



We Show Rental Properties 7 Days a Week

Qwest Property Management is open for your convenience 5 days a week, (excluding national holidays). However, we realize that often times renters seeking quality rental homes must have after hour or weekend appointments (including Sundays) so we show properties by appointment at these times. We also realize that the management of rental properties doesn't stop on Friday's at 5:00PM. We have property managers on call 24 hours a day to handle any situation for our customers via our After Hours Emergency Hotline.

Superior Tenant Screening

In selecting the right residents for your rental property, we believe that an ounce of prevention is worth 10,000 pounds of cure. We want to ensure that our property owners get the caliber of renters they deserve. That's why we utilize a 5 step screening process on each and every adult rental applicant.



- We pull a national credit report on each and every adult rental applicant.
- We do an "Eviction Search" throughout Michigan to ensure that our applicant hasn't been evicted in the preceding 7 years.
- We do a verification of former landlord references.
- We do a verification of the applicant's employment or income.
- We do a Michigan "Criminal Background Check" on all adult applicants.

Because of our Superior Tenant Screening Process, most "rent-jumping" tenants (the ones who don't pay rent, damage properties and move out in the middle of the night) prefer to apply directly to property owners, who may not know until it's too late. We hope this hasn't happened to you. Throw your aspirin away and call us today! Call Qwest Property Management right now at (616) 954-5900.

Computerized Accounting

At Qwest Property Management we use the top property management software in the industry. In most cases, we process rents the same day we collect them. Our property owners receive a detailed monthly statement each month showing all rental incomes and disbursements. We also provide our property owners with a year end summary statement to give to their tax accountant. We make property management E-Z for our customers.

Guaranteed Tenants!

We are so careful as to whom we rent to, that we provide our property owners with the following guarantee. Any tenant placed by our firm who breaks their lease for any reason, during the first 6 months, we will waive our customary leasing fee! This means we will re-rent your property to a new resident FOR FREE! (advertising cost excluded, if any at all).

Constant Communication

We believe that the key to our success is in the personal relationships that we have developed with our customers. Working for owners of rental homes and with their residents requires constant communication. At Qwest Property Management we believe that communication is the key to the success of any organization.

No Surcharge to Property Owners for Maintenance and Repair Expenses



At Qwest Property Management, we assist our property owners and residents by having independent qualified maintenance technicians effect any necessary maintenance and repairs. As most property management companies will assess a surcharge or up charge on all maintenance and repair items, Qwest Property Management believes that to be a conflict of interest with our property owners. Our goal is to keep operating costs as low as possible for our owner clients and not increase their annual maintenance and repair expenses. At Qwest Property Management we do not assess a surcharge to our property owners on any maintenance or repair items.

Relax & Deduct Us From Your Taxes!

The choice is simple, you can relax, go to the beach, go on vacation, etc...and hire us to lease and manage your rental property and deduct the cost of our services from your taxes; OR you can do the work yourself for which your time is not tax deductible. Imagine more time for your family and less taxes! Our goal is to save you time, money and aggravation in the leasing and management of your rental property.

Call Now!! Qwest Property Management (616) 954-5900.



Qwest Property Management

PART – II

Frequently Asked Questions?

1. How long does it take to lease my property?
2. When you find residents for my rental home, how do you qualify them?
3. How quickly does Qwest Property Management process the monthly rents and statements to property owners?
4. How often and how are property inspections conducted?
5. What if I want to sell my property, can Qwest Property Management help?
6. How are rental collections handled?
7. Do you guarantee the residents that you place in my rental home?
8. Are you the cheapest company in town?
9. Who handles problems late at night?
10. Why should I choose Qwest Property Management?

1. *How long does it take to lease my property?*



At Qwest Property Management, our average time to lease your home or apartment varies depending on market conditions, however in recent years it has averaged less than 30 days! This is because we begin marketing your property the moment it becomes rent ready, or as soon as the current residents give us their 30 day notice of their intent to move out. *We average hundreds of prospective tenant calls each week.*

2. *When you find residents for my rental home, how do you qualify them?*

We strive to provide you with the caliber of residents that you want in your rental property. This includes:

- A complete national credit report on each adult resident.
- A search for past eviction history within the last 7 years.
- Verification from their former landlords.
- Verification of their employment.
- Criminal back ground check on each adult applicant.

In addition to the normal financial qualifications, we always try to accommodate the housing needs of our residents to ensure the home they rent is convenient to their work, shopping and desired school district. This will help to ensure that they will remain happy residents and makes for long-term tenancy in your rental property.

At Qwest Property Management we believe that good residents are worth waiting for!

3. *How does Qwest Property Management process the monthly rents and statements to property owners?*



Monthly statements and fund disbursements go out to our clients at the end of each month. Using a calendar month end reporting system is clean and accurate.

4. *How often and how are property inspections conducted?*

- When your property is vacant, we generally inspect it each week.
- The next inspection is done prior to the residents moving in. This is known as the “move in” inspection, where we detail the condition of your property on our move-in inspection form. We also generally video tape and photograph the move in inspection.
- We inspect the exterior of our properties on a periodic basis and we also conduct other inspections when requested, or if we determine that checking the property out is warranted.

- Within 90 days after the residents move in, we contact the residents to set up our New Resident inspection. This is a quick walk through to ensure that all is well with your property and your residents.
- Between the 8th & 10th month of the residents lease, we discuss with the residents their intent to renew their lease for another year. If they are not renewing, then we advise our leasing staff to ensure that we are able to get the home re-rented quickly with little or no vacancy. If the resident's intentions are to renew then we set up our resident renewal inspection. This inspection is conducted as an evaluation of the property to determine if we would in fact like to renew pending the condition of the home.
- When the residents move out of your property we do another detailed inspection known as the "move out" inspection. The move out inspection is done to ensure that the residents returned the rental home back to us in the same condition as when they first rented it. If damage is found, then we impose a claim on the Tenant's security deposit following the Michigan Landlord/Tenant Law guidelines. If no damage is found, then we promptly return the security deposit to the former residents.
- We also change out furnace filters between 2-4 times per year at the property depending on the homes mechanical systems. This gives us an opportunity to take a look around the property to ensure the residents are meeting our expectations in maintaining the property.

5. *What if I want to sell my property, can Qwest Property Management help?*

Yes, Qwest Realty Consultants is the real estate sales division under Qwest Property Management, LLC. For information on how we can help you sell your property, call your manager at (616) 954-5900.



6. *How are rental collections handled?*

Our collections policies are as follows:

- All rents are due on the 1st of each month and late on the 2nd of each month.

- All residents who have not paid by the 3rd of each month receive our first notice, a friendly reminder, placing them on notice. We also attempt to reach them by phone/email.
- Any remaining residents who have not remitted their rents by the 6th (or 7th, if the 6th is on weekend) will be served between the 7th and the 15th with the legal prerequisite paperwork to file an eviction against them, should they fail to remit the rents due.

NOTE: All of the above items are included at no additional cost to you as a service provided by Qwest Property Management.

While it is doubtful that an eviction will ever be necessary, as we at Qwest Property Management carefully screen all prospective tenants, occasionally financial hardships do arise requiring our prompt collections attention.

Should it be necessary to file an eviction we then perform the following steps:

- The above three items are performed by our firm.
- All paperwork, (including, but not limited to) copies of the lease, and our notices served upon the residents are forwarded to a law firm around the 15th of the month, to proceed immediately in filing the eviction action.

Most evictions are settled with the resident paying all cost and remaining in the property, however, should it be necessary to proceed further, we stand ready to assist you and your property. If, upon employing our services, you have placed a tenant (not placed by our firm) who is delinquent and you require our assistance instituting eviction proceedings, the manager charges a small hourly fee for the time required plus court cost and legal fees for our services as outlined above.

7. *Do you guarantee the residents that you place in my rental home?*

YES, we provide our property management customers with the following guarantee:

- Should any tenants that we place into your rental home move out and break their lease (for any reason) during the first 6 months of their lease, we will waive our normal leasing fee and re-rent your home to new tenants FOR FREE! (advertising cost excluded, if any)

NOTE: All advertising costs are the expense of the property owner.

8. *Are you the cheapest company in town?*

Probably not. It seems there is a new property management company starting out everyday, trying to beat everyone else's prices. Our fees are very competitive and we certainly are not the most expensive. On the other hand, we charge a fair fee for a tremendous service.

No other residential property management company in Michigan offers all of our combined services including:

Our leasing fee/Tenant Guarantee.

Developing personal relationships with our customers.

Cell phone dispatched leasing consultants.

Video taped property inspections.

Full time property managers.

Our extremely careful tenant selection process.

Our fast rent processing policy.

We show properties by appointment 7 days a week.

When all fees are considered, for the benefits received, we are actually less expensive than most companies around.

9. *Who handles problems late at night?*

Our property Managers are “ON CALL” to handle late night calls from our residents. Our 24 hour hot line will take the residents emergency calls and page the manager on call. Many times we solve problems right over the phone avoiding what might have been an additional maintenance expense.

10. *Why should I choose Qwest Property Management?*

In a word, “**Experience.**” Our customers know that, “Our people make the difference.” We believe that the key to our success is in the personal relationships that we have developed with our customers. We are here to serve you and your residents. At Qwest Property Management, you are the boss and we will work to earn your trust.

If you have a residential rental property in Western Michigan, there is no better choice for your investment and peace of mind, than Qwest Property Management.



Qwest Property Management

PART – III

Property Owners Expectations – What You Can Expect From Qwest Property Management.

The purpose of this section is to present the benefits our property owners can expect to receive from Qwest Property Management. In establishing a personal relationship with our customers, it is important that each party understands exactly what is expected of the other. Our primary objective is to attain the goals and objectives of our customers and their rental properties.

We believe that by familiarizing you with our administrative process of how we lease and manage your rental property, we can avoid surprises that could occur later on. It is important that you realize that we will move forward with our administrative property management process as outlined herein, unless you otherwise direct us in writing. Therefore it is to your benefit to review and understand the following services that are automatically provided and instituted by Qwest Property Management for the benefit of you and your property.

The following is an outline of some of these benefits and services that you as our customer can expect us to automatically provide and institute on your behalf:

Leasing

1. You can expect that we will place our for rent sign on your property, (if allowed) prior to any known vacancy, or immediately if you have just listed your rental home with us.
2. You can expect that we will advertise your vacant property on the World Wide Web on numerous sites and within our company website at: www.QwestPM.com. All at no cost to our clients.

3. You can expect that our leasing consultants will schedule showings of your property 7 days a week to all prospective renters until your rental home is leased.
4. You can expect that all rental applicants will be subjected to:
 - a. A credit report on each adult rental applicant.
 - b. An eviction search over the past 7 years.
 - c. Verification of applicant's former landlord references.
 - d. Verification of the applicant's employment or income.
 - e. A Criminal Background Check.
5. You can expect that we will lease your property at the asking amount of rent, (as outlined in your management agreement with us) or higher. You can expect that we will not lease your property at a lower amount, without first obtaining your permission.
6. You can expect that once the rental application process is approved, we will complete and execute the lease agreement and give the residents possession of your rental home.
7. You can expect that we will conduct a "move-in" property inspection and complete our detailed property inspection data sheets of your property. We also generally videotape each property to document move-in condition as well.
8. You can expect to be notified by our company that your property has been leased.

Lease Renewals

1. You can expect that we will attempt to renew the residents lease at least 60 days prior to the anniversary date of their lease agreement.
2. You can expect that we will renew the tenants lease for another year at the same or at a slightly higher amount of rent, if possible. We will not renew the lease at a lower amount, without your specific permission to do so.
3. You can expect that we will place our home for rent sign and begin showing the property for lease as outlined in the leasing section above, in the event that the current tenants are not renewing their lease.
4. You can expect that we will renew the residents lease agreement, or re-rent your property to new residents, unless we have a written directive from you not to renew the lease or re-rent the property.

Property Inspections



You can expect that we will conduct property inspections on your property as outlined in the frequently asked questions (item #4) of this handbook.

Rent Collections & Delinquencies

At Qwest Property Management, we do not tolerate the delinquent payment of rents. We are careful to explain this policy to new residents in order to avoid any misunderstandings that might arise later. You can expect that we will make every effort to collect rents timely as outlined in the frequently asked questions (item #6) of this handbook.

Rent Processing & Accounting

At Qwest Property Management, our property Management software is the top property Management software in the industry.

- A. You can expect to receive a monthly computerized report showing all income and expenses of your rental property.
- B. You can expect to receive a year end summary statement for your tax purposes showing all of your yearly income and expenses and categorizing said income and expenses.
- C. You can expect that in the last month of a tenants lease, we will hold funds in your trust account to protect you by ensuring that adequate funds are available to make your rental home “rent-ready,” thereby ensuring faster lease ups and less vacancy time.



Property Maintenance & Repairs

At Qwest Property Management, we believe that it is a conflict of interest for us to profit from the misfortunes of others. Therefore, we do not assess a surcharge or charge up maintenance & repairs to our property owners for their properties.

However, rental homes must be properly maintained in order to preserve the value of the property and maintain a positive relationship with the residents. Michigan also has laws that require landlords to comply with certain basic maintenance and repair items.

- A. You can expect that Qwest Property Management will not effect repairs to your property in excess of \$350.00, without first obtaining your approval. NOTE: This excludes repairs deemed by manager as emergency repairs or repairs that are required to be effected to bring your property into compliance with law, governmental building, zoning, safety and municipal codes, or the restrictive and protective covenants of your homeowners association or repairs that in managers sole judgement are necessary for the safety of the tenants or your property. Manager shall proceed with these repairs and bring property into compliance, subject to funds being available in property owner's account.
- B. You can expect that if your property is vacant, we will effect items necessary to improve the property's show-ability to prospective renters. This means faster lease ups and less vacancy for you. Examples would include: lawn service, carpet cleaning, maid service, pool service, utilities and painting when necessary. In the event that any of these repairs were due to the former rental residents tenancy, you can expect that we will spend all of their security deposit first (not your money) to put your property back into its pre-rented condition (in accordance to Michigan Landlord/Tenant laws pertaining to the proper handling of security deposits).
- C. You can expect that we will institute minor maintenance & repair items (\$350.00 or less) as requested by rental applicants to secure a lease to quality residents for your rental property. To avoid the possibility of major liability to you we also change the locks between each tenancy.
- D. You can expect that during the residents tenancy, we will institute minor maintenance & repairs (\$350.00 or less) when deemed by manager to be necessary for the preservation of your property and/or the continuation of the residents tenancy, usually occurring at the renewal of their lease. Qwest Property Management will not coordinate maintenance and/or repairs through third party service contracts or maintenance/home warranty companies. You can also expect manager to institute a preventative maintenance program which includes, but is not limited to, changing furnace filters twice a year during the winter months, or four times a year for properties with central air units.
- E. You can expect that we will only use repairmen, vendors and tradesmen that are properly licensed and insured to handle the type of work being performed on your property.

Communications

At Qwest Property Management, we believe that communications are the essential element in the success of our company. That is the underlying reason for the creation of this “Property Owner’s Handbook” and our “Residents Handbook” for all of our tenants.

In today’s business environment, no one can assume to know or read the mind of another, or be certain of their goals and objectives. To this end, we at Qwest Property Management have gone to great lengths to be accessible to our residents and property owners. We are available by phone, fax, and e-mail direct to our desk.

Conclusion

Thank you for taking the time to review our “Property Owner’s Handbook”! We believe it is time well spent, especially for our newer clients. We trust that your experience with our firm will continue to be a pleasant experience and look forward to working with you and your property in the future. Please do not hesitate to contact us directly any time so we may be of service!