



Management services fee structure

Single Family Home

MONTHLY MANAGEMENT FEE →

9% of collected rent and 50% of collected pet rent

- **Rent collection**
 - Late notices, eviction filing, payment arrangements, returned checks, nonpayment notices
- **Inspections**
 - Quarterly property drive-by
 - 6-month interior wellness check after moving in
 - Annual interior/exterior inspection with report and recommendations
- **Annual preventive maintenance plan and coordination**
 - HVAC, winterization, gutters, fireplaces, duct cleaning, windows, irrigation, landscaping
- **All renter communication and documentation**
 - Renter issues, complaints, concerns, conduct
 - Roommate/occupant changes, disputes, concerns
 - Caregivers, visitors, marriages, divorces, births, deaths
 - Reasonable Modification requests
 - Maintenance repair/troubleshooting/coordination/access
 - Renter insurance compliance
- **Lease compliance**
 - HOA / lease violations
 - Noncompliance management
 - Ensure renters comply with all terms and conditions of their written rental agreement
- **Renewals / month-to-month occupancy after the initial lease**
 - Current market evaluation
 - Owner communication and involvement
- **Notice to vacate, terminations, non-renewals**
 - Subletting and squatter prevention
 - Timely actions for quick turnovers and reduced vacancy
 - Owner communication and involvement
- **Oversee proper care of the home and yard maintenance**
 - Alterations requests for change of premises by renters
 - Barbeques/fire pits / satellite dishes
 - Damages
 - Troubleshoot, inspect, and confirm necessity of all submitted service issues/maintenance repairs
- **Utility management**
 - Confirm utilities are in proper names – owners vs renters
 - Billback / split utilities on services without separate meters
 - Vacancy management
- **Pet management & screening**
 - Annual pet registration and confirmation of any ESA or service animal
 - Monitor pet performance, potential damage, vet records, and insurance requirements
 - Blacklight properties during turnover
 - Additional inspection features/steps during occupancy
- **Security deposit collection, refunds, disputes**
- **Payment of all property invoices**
- **Legal matters, evictions, collections, disputes**
- **Digital accounting, direct deposits, electronic statements, and client portal access**
- **Ongoing education of federal, state, and local laws and changes**

LEASE RENEWAL FEE →

\$100 per occurrence

- Market rent evaluation
- Discussion of renewal options with owner
- Prepare all legal documents for renewal offer and execute new rental agreement

TURNOVER FEE →

**\$500 per occurrence if only one side occurs ~ move out OR a move in
\$800 per occurrence if overseeing both sides ~ both move out AND move in**

- Inspections and documentation of condition
 - At move out by admin AND maintenance
 - During workflow
 - Prior to move in
- Provide list of recommend/required work
 - Maintenance
 - Cleaning
 - Painting
 - Flooring
 - Landscaping
- Prescheduled vendors to minimize vacancy
- Oversee all vendors ensuring the proper work performance and charges
- Marketing available units / home
 - Professional marketing photos
 - All marketing costs to advertise available rental
 - Professional ads, layouts, and marketing
- Leasing
 - Prepare leasing plans
 - Field all calls, prescreen prospects, answer questions, show units
 - Process applications – evaluation of security deposit and qualifications
 - Collect deposits and officially lease unit
 - Prepare all documents for lease
 - Calls answered by live representative and followed up with
 - Personal showings only – Lava Ridge does not offer self-showings

MAINTENANCE COORDINATION CHARGE →

10% of vendor invoice

This is charged for any work performed on the house outside of basic maintenance, regular turnover, preventive maintenance, and ongoing or recurring maintenance/landscaping/snow removal. This charge is only for improvements to the home not performed by Lava Ridge maintenance department above basic resident repair needs i.e. full interior or exterior painting, new flooring, tree trimming, bathroom remodel, appliance upgrades, etc.

- Obtain bids
- Coordinate repairs with vendors and renters
- Oversee vendor work
- Confirm proper repair and operation
- Documentation
- Warranty monitoring
- Client approval on expenses over maintenance threshold

