



Property Owner Handbook

Specializing in Residential Property Management Since 1972



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Since 1972

The purpose of the “Property Owner’s Handbook” is to provide property owners with an overview of the administrative and management procedures of ***Pioneer Realty of Florida and Poinciana***. It is our pleasure to acquaint you with our company and answer questions many have asked about property management. We believe that when owners have a better understanding of the entire management process and the costs involved, then we are better able to manage your real estate assets.

The business relationship is established in writing between the property owner and Pioneer Realty of Florida and Poinciana through a document called the” Management Agreement.” All services, procedures, terms and conditions outlined in the “Property Owner’s Handbook” are subject to change, withdrawal or modification at any time without notice. You should look solely to your individual “Management Agreement” for actual services rendered.



***Pioneer Realty of Florida and Poinciana is proud to be an
EQUAL HOUSING PROVIDER***

Pioneer Realty of Florida and Poinciana does business in accordance with the Fair Housing Act and does not discriminate on the basis of race, creed, religion, age, sex, familial status, marital status, disability, color, national origin, sexual orientation or any other protected basis.

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Pioneer Realty of Florida and Poinciana Makes Owning Rental Properties Carefree and Profitable

1. ***QUALIFIED STAFF***

Our staff is licensed, experienced, dedicated and dependable. Managing your real estate assets is our exclusive service, not a sideline.

2. ***COMPREHENSIVE TENANT QUALIFICATION***

We believe that good tenants who pay the rent, take care of the property and are good neighbors equal better return on your investment.

3. ***COMPUTERIZED ACCOUNTING***

We offer accurate, timely and complete reports that make your tax preparation easier.

4. ***EASY COMMUNICATION***

We are always available by telephone, fax, mail, email and personal appointments.

5. ***EXPERIENCED SERVICE PERSONNEL***

All maintenance, repairs and other services are provided by licensed and insured vendors.

6. ***DETAILED PROPERTY INSPECTIONS***

We provide written comprehensive inspection reports with photos of the property. There is NO additional charge for this service.

7. ***REASONABLE RATES***

Our affordable and reasonable fees are competitive

8. ***FREE CONSULTATION***

We will advise you how to prepare your property for rent. You will also be provided with a market analysis to establish rental rates.

9. ***TAX DEDUCTIBLE SERVICES***

All management fees and services are tax deductible. We do the work and you deduct the expenses from your taxes.

10. ***OWNER FRIENDLY MANAGEMENT AGREEMENT***

"Priority One" in our management agreement is the owner.

Frequently Asked Questions about Pioneer Realty of Florida and Poinciana

🔑 HOW LONG HAVE YOU BEEN IN BUSINESS?

Pioneer Realty of Florida and Poinciana was established in 1972 in Central Florida. We are one of the most respected property management offices in our area.

🔑 WHAT IS Our Target Market?

Our Poinciana office manages properties in Osceola and Polk counties. Our sister office in Winter Park manages properties in Orange, Seminole and Volusia counties. Both offices manage residential and commercial properties in addition to condominium and homeowner associations.

🔑 DO YOU MANAGE SHORT-TERM OR VACATION RENTAL PROPERTY?

We do not manage any short-term or vacation rental property. Our standard rental period is one year, and a majority of our tenants renew.

🔑 WHAT ARE YOUR OFFICE HOURS?

We are open for business from 9:00 a.m. to 5:00 p.m. weekdays. Someone is always on call after hours and on weekends.

🔑 HOW DO YOU HANDLE EMERGENCIES?

Part of good tenant relations is availability and a timely response. An on-call person is available 24 hours a day to handle emergencies. We have a preferred list of service vendors who will respond promptly to emergencies.

🔑 HOW DO YOU HANDLE YOUR BOOKKEEPING AND REPORTING TO OWNERS?

Our bookkeeping and accounting services are completely computerized and handled in our office. Owners can elect to have their statements and checks mailed to them by the 10th of each month. Another option is to have their statements emailed and their checks deposited directly into their account.

🔑 WHAT ABOUT YEAR END REPORTING?

In January of each year, each owner receives a 1099 Income form.

🔑 WHAT DO YOU CHARGE FOR MANAGEMENT FEES?

We charge 10% of the monthly rent as a management fee. Our leasing fee to find and place a qualified tenant is 50% of the first month's rent.

🔑 DO YOU CHARGE EXTRA FOR OVERSEEING MAINTENANCE AND REPAIRS?

We do not charge extra for overseeing regular maintenance and repairs. This is part of our standard service to you, the owner. We are proud to have an in-house maintenance department. We also contract with independent licensed and insured vendors who are qualified to perform specialized services. We do not accept rebates from vendors. We believe that any savings should be passed along to you, the property owner.

Maintenance, repairs and upgrades that are beyond the scope of normal property management will be billed at \$45.00 per hour for the oversight of the job. This will only occur after the owner has been notified and prior to the commencement of work.

Factors to Consider When Selecting a Management Company

🔑 MANAGEMENT FEES — ONLY ON RENT COLLECTED

1. We do not charge management fees when your property is vacant
2. We do not charge management fees on uncollected rent
3. We do not charge owners or tenants administrative fees to oversee general maintenance and repairs.

🔑 EASY TERMINATION POLICY

Every Management Agreement will eventually end, whether it is a year later or twenty years later. Our Agreement is about as easy and flexible as you will find anywhere. There are three provisions:

1. If a Lease Agreement has not been executed, the agreement may terminate with a 30 day notice in writing.
2. If a property is occupied by a tenant secured by Pioneer Realty of Florida and Poinciana, the owner may cancel with a written 30 day notice. The fee for canceling will be the remainder of the management fees for the rest of the tenant's current lease.
3. If the property is vacant and it has been managed less than 12 months, the owner may terminate by giving a 30 day written notice with a \$250.00 termination fee.

Frequently Asked Questions about Qualifying Tenants, Leasing and Rents

🔑 HOW LONG WILL IT TAKE TO RENT MY PROPERTY?

Three factors influence the movement of rental property: Location, Condition and Price. When the location has appeal to the applicant, the property is in good condition, and the rental price is in line with current market values, properties tend to rent quickly.

🔑 HOW WILL YOU MARKET MY PROPERTY?

Getting your property rented as soon as possible to a qualified tenant is one of our highest priorities. Lost rent because of unnecessary vacancy time is income never recovered. Therefore, we use extensive Internet advertising to give your property the widest possible exposure.

YARD SIGNS

A Pioneer Realty of Florida and Poinciana “FOR RENT” yard sign is placed on the property, unless prohibited by Community Rules or Owner option.

INTERNET

Your property will be advertised on our company website, www.pioneerrealtyonline.com

We have teamed up with several internet websites including homerentals.net (one of the industry leaders in single family home rental Internet advertising) to give your property broad exposure.

Your home will also appear in the MLS (Multiple Listing Service- where all Realtors can search), realtor.com, craigslist.com and various local print publications.

RENTAL LISTS

Our rental list, updated daily, is available free of charge to all who come into our office. We also fax and email this list to others upon request.

COOPERATION WITH OTHER OFFICES

Rental information is shared with other agencies (including our sister office, Hara Management, Inc.) to attract interested tenants. All agencies are paid a referral fee.

🔑 HOW DO YOU QUALIFY PROSPECTIVE TENANTS?

Our comprehensive tenant qualification process involves the following:

1. Verifying current residency
2. Verifying previous residency for at least the last 24 months without interruption
3. Verifying employment
4. Verifying income
5. Verifying credit history
6. Conducting a search of the public records for evictions
7. Conducting a search of the public records for criminal history

🔑 HOW LONG DOES IT TAKE TO QUALIFY AN APPLICANT?

The qualification process takes approximately 24 business hours to complete once all information has been submitted.

🔑 DOES THE RENT STAY THE SAME UNTIL A TENANT MOVES?

The rent is evaluated before the end of each lease period to make sure it stays in line with the current market conditions. A lease renewal is presented to the owner with the new rent amount suggested. Most of our tenants accept the rent adjustment and renew the lease.

🔑 WHAT HAPPENS IF THE TENANT DOESN'T PAY THE RENT?

This is probably the most frequently asked question by owners and the subject greatest concern. The answer is that when a tenant does not pay the rent and remains in the property, there is a procedure in place. The attorney will file an eviction action, and the tenant is forced to move. Then the property is made market ready. The eviction process generally takes four to six weeks — not months as many have thought. It usually costs the owner between \$400.00 and \$550.00 in legal fees, which can be offset by a claim against the security deposit. However, the more important question is...

... HOW LIKELY IS IT THAT AN EVICTION WILL OCCUR?

Although we cannot predict the future, our 39 years of experience dealing with thousands of tenants has actually shown that an eviction is a relatively unlikely event. We attribute this to our excellent property management staff and our comprehensive tenant qualification/screening process.

OWNER?

WHO IS RESPONSIBLE?

TENANT?

🔑 DO YOU MAINTAIN AN OWNER RESERVE FOR EXPENSES?

Yes. Each Owner will have a reserve to be used for maintenance, repairs or other expenses on the property.

When the Management Agreement terminates, the reserve is refunded to the owner with the final statement.

🔑 WHAT HAPPENS IF THE TENANT DAMAGES THE PROPERTY?

This is the second most frequently asked question by owners. Because of our comprehensive tenant qualification screening process, our tenants are consistently ones who pay the rent on time and take care of the property. If the tenants cause damage, they are required to repair the damage at their expense. A follow-up inspection by the property manager will determine that it has been done properly. If tenant-caused damage is discovered at the time the tenant vacates the premises, a claim is made against the security deposit.

🔑 WHO IS RESPONSIBLE FOR THE HEATING / AIR CONDITIONING SYSTEM?

This is a shared responsibility. The owner is responsible for the major operation of the system that is beyond the control of the tenant. However, the tenant is responsible for changing the filters regularly and keeping the drain line open. System maintenance or repair resulting from tenant abuse, misuse or neglect is the responsibility of the tenant.

🔑 WHO IS RESPONSIBLE FOR PLUMBING REPAIRS?

Again, this is a shared responsibility. Owners are responsible for circumstances beyond the tenant's control — i.e. water heater failure, tree roots in the sewer line, worn out fixtures or pipe leaks. The tenant is responsible for: clogged toilets or drains, toilet seats, flappers, jammed garbage disposals, and any problem resulting from abuse, misuse or neglect. If the property has a septic tank system, owners are customarily responsible for septic tank pump-outs, sump pump failure and clogged drain fields.

 **WHO IS RESPONSIBLE FOR WINDOWS AND SCREENS?**

The owner is responsible through the property manager to ensure that these are in good repair when the tenant takes possession. After that, the tenant is responsible for the repair or replacement of broken glass or damaged screens. An exception would be if damage occurred because of a natural disaster such as a major storm.

 **WHO IS RESPONSIBLE FOR PEST CONTROL?**

The owner will provide a one-time treatment. After that, the Lease Agreement makes this a tenant responsibility except for problems beyond the tenant's control — such as termites, carpenter ants, pharaoh ants and rodents.

 **WHO TAKES CARE OF THE YARD?**

The Lease Agreement makes this a tenant responsibility and requires the tenant to maintain the yard and shrubs equal to move-in condition unless the owner chooses to provide complete lawn care for the property. Tree trimming and lawn pest control are the owner's responsibility.

 **WHO IS RESPONSIBLE FOR SWIMMING POOL SERVICE?**

Our experience has taught us that it is best for this service to be provided by the owner to make sure that the pool is maintained properly. We contract with a pool service company to provide weekly pool service. The cost can be as low as \$70.00 per month, but could be higher depending on the level of service desired. The rent price will take into consideration that this service is provided.

 **WHAT IS YOUR POLICY ON ANIMALS?**

Whether or not to accept animals is always the owner's decision. Some owners allow animals, others do not. There is a non-refundable fee per animal paid to the owner with a maximum of 2 pets. Certain breeds of dogs are not accepted because of liability considerations. Farm animals are not permitted.

Owners should read their insurance policy carefully to know whether or not animals are covered.

🔑 **WHAT DO YOU DO WHEN THE PROPERTY BECOMES VACANT?**

We conduct a move-out inspection of the premises as soon as it becomes vacant. We make any appropriate claims against the security deposit, then disburse the deposit accordingly. We immediately prepare the property for rent. This is often the best time to address major repairs, improvements or upgrades to the property that may be needed. If any are needed, they are discussed with the owner and carried out as the owner directs.

🔑 **WHAT KIND OF LIABILITY INSURANCE SHOULD I HAVE?**

If you are converting your personal residence to a rental property, you should change your policy from a homeowner's policy to a **landlord's** policy (sometimes called a **rental dwelling or dwelling fire** policy). If your property is already a rental unit, check to be sure you have the right policy. The limits should be in an amount not less than \$100,000 per person and \$300,000 per occurrence.

If your investment property is in a condominium or town home community, do not assume that the association adequately covers you or your property. **It does not!** Consult your insurance agent.

It is the policy of Pioneer Realty of Florida and Poinciana that you, the owner, request your insurance company to add Pioneer Realty of Florida and Poinciana. as an **"additional insured"** to your policy.

How to Prepare your Property for Rent

- Carpet should be professionally cleaned and in good condition.
- Premises (interior and exterior) should be in “move-in clean” condition.
- All windows, screens and sliding glass doors should be in good condition and operate and lock properly.
- All appliances and other systems related to the premises should be clean and in good condition.
- All plumbing and plumbing fixtures should be in good repair and working properly.
- All bathroom tile should be in good condition. All cracks, corners, etc. should be properly caulked and grouted.
- Kitchen and bath counter tops and back-splash boards should be in good condition with seams properly caulked.
- Window treatments (drapes, horizontal blinds, vertical blinds and shades) should be clean and in good working condition.
- All electrical outlets and switches should be in good condition and have cover plates.
- Interior paint should be fresh.
- Smoke alarms should be properly installed in bedroom areas and in proper working order.

- Household rated fire extinguisher should be on the premises and properly serviced.
- All light fixtures should have light bulbs in proper working order. Ceiling fans, if any, should be clean and in proper working order.
- Lawns should be cut, edged and trimmed. Shrubs should be trimmed, and irrigation system (if applicable) should be in good working order.
- Well water system and any water softener system (if applicable) should be in good working order with appropriate chemicals added at proper levels.
- House numbers (three inches high) should be properly displayed on the front of the house as well as any street side mailbox.
- Roof should be in good condition with no leaks.
- All debris and trash should be removed from the premises (including from attic).
- All exterior door locks should be changed after last occupant. Each exterior door should have an entrance lock and a single cylinder deadbolt lock.
- Exterior paint should have a good appearance — with no significant fading, chalking, weathering or peeling.

Communication is Key

Communication is an essential element in maintaining good relationships with our owners, tenants and vendors

BY PHONE AT (407) 933-5478

We are available by phone during normal business hours of 9 AM to 5 PM, Monday through Friday. After hours and on weekends, an automated voicemail system answers. If an emergency arises, you may select the emergency option and the call will be automatically forwarded to the on-call person.

BY FAX AT (407) 933-0954

BY U.S. POSTAL SERVICE AT:

*Pioneer Realty of Florida and Poinciana
850 Towne Center Drive
Kissimmee, FL 34759*

BY EMAIL

All of our office personnel are available via email and will provide you with a speedy response. To contact us via email:

info@pioneerrealtyonline.com

WEBSITE

<http://www.pioneerrealtyonline.com>

Conclusion

We appreciate the opportunity to present the services of Pioneer Realty of Florida and Poinciana. We trust that our “Property Owner’s Handbook” has answered the questions you have about property management in general and specifically, the services of our office. At Pioneer Realty of Florida and Poinciana, managing your real estate assets is our only business, not a sideline. Our entire staff is dedicated to giving you the experienced, dedicated and dependable service you expect and deserve.

We would consider it a privilege to be your management agent and handle your property management needs.

Now, where do I sign?

Just contact our office at **(407) 933-5478** and we will be happy to set an appointment to meet with you.

Thank You!