

Arizona Elite Properties

Property Management Services

Revised 5/23/2024



Why Arizona Elite?

- The company is co-owned by Robert and Mary Kline, real estate professionals licensed in the state of Arizona and Costa Rica. Robert has attained over fourteen designations dating back to 1983.
- All property managers go through extensive training and upon completion are classified as “Certified Property Managers”.
- The company is the recipient of many national, local and real estate industry awards.
- The company maintains a sterling record with the Better Business Bureau, local real estate boards and the Arizona Department of Real Estate.
- Mary E. Kline, Chief Financial Officer, received recognition as the leading Property Management company in Gilbert, Arizona for the year 2012.

Our Commitment For Service

- Our job is to make certain that we protect your interest by placing a qualified tenant in your investment property who will properly maintain the home, pay the required rent on time and abide by the terms as written in the Residential Lease Agreement.
- We provide the tenants with a copy of “The Arizona Landlord and Tenant Act” and make certain they understand their rights and obligations when renting a residential property for compliance with the statute.
- Most communities are governed by a “Homeowners Association”. We educate our tenants of their responsibilities in an effort to avoid any violations.

Marketing

- We place your rental property on our web site as a featured rental property for maximum exposure.
- We advertise your rental property automatically on over 40 real estate related rental web sites worldwide.
- Information about your rental property is also distributed to all property management companies in Arizona.
- The property is also placed in the Arizona Multiple Listing System and populated to other real estate related web sites.
- Property flyers are also distributed to relocation companies and local corporations for distribution to their employees.

Tenant Screening

- Our company obtains a rental application on all prospective tenants over the age of eighteen and conducts an online credit and national background check within seconds of receiving a completed application.
- We review a prospective tenant's credit based on their ability to pay, as opposed to their credit rating.
- In most cases, individuals who rent properties have limited credit history; therefore, gross rent should not exceed 40% of the combined gross income of the prospective tenant(s).

Tenant Placement

- Qualify all tenants over 18 years of age.
- Conduct a walk thru and obtain written acceptance of the property prior to occupancy.
- Review general maintenance guidelines.
- Review CC & R's with tenant(s).
- Educate the tenants on paying rent on time in an effort to avoid late charges and possible eviction.
- Review in detail all addendums and HOA guidelines with the tenant(s).
- Obtain emergency contact information from tenant(s).

Inspections

- Tenants are entitled to quiet enjoyment of the property and we do not abuse their rights; however, we may conduct quarterly interior inspections after providing the legal notice to the tenant(s).
- We gently visit with neighbors and provide them with our contact information in the event they notice anything unusual at the rental property or if the neighbors notice the property is not properly maintained. The neighbors act as our 24-hour security.
- We ask that you notify the homeowners association to copy us with any property violations so we can immediately remedy the problem and avoid any fines.

Addendums and Disclosures

- Credit Application
- Smoke Free Addendum
- Drug Free Addendum
- Crime Free Addendum
- Pool Safety Notice
- Pet Addendum
- Smoke Detector Addendum
- Bed Bug Addendum
- ORRPDS
- Lease Break Addendum
- Roommate Addendum
- Pest Addendum
- Section 8 Addendum
- Agency Disclosure
- Lead Paint Disclosure
- Air Filter Addendum
- Residential Rental Owners Advisory

Approved Vendors

- All our vendors must provide and maintain liability insurance, workers compensation and hold a license issued by the Arizona Registrar of Contractors.
- All approved vendors are required to provide competitive pricing to our property owners.
- All work orders over \$500.00 will require written approval from the landlord/investor prior to the start of any major repairs.
- Vendors are only paid after an inspection by the property manager for assurance that the work was completed in a workman-like manner.

Approved Vendors

- Pool Maintenance
- Comparative Insurance Quotes
- Handyman Repairs
- Plumbing Contractors
- Electrical Contractors
- Landscaping Service
- Air Conditioning and Heating
- General Contractors
- Home Warranty Quotes

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.

Engagement Fees

- Our fee for the service we provide ranges from 8%-12% depending on the number of properties owned.
- A one time set up fee of \$150.00 is required regardless of the number of properties owned.
- To be in compliance with Arizona revised statues, all properties must be registered as Class 4 with Maricopa County.
- We collect a Transaction Privilege Tax (TPT) from the tenant which is paid monthly to the individual municipalities.

Accounting System

- Our company manages your property using top rated web based software.
- Property owners can access accounting records, reports, leases, vendor bills, documents and pictures of their property via the internet anywhere in the world.
- We currently have four account service managers and over 42 licensed real estate field agents who are responsible for the day-to-day activity, property inspections, coordinating with tenant(s), collecting rent, processing eviction paperwork and writing leases.

Landlord Funds

- Owners funds will be remitted by check or direct deposit and are paid on 5th, 10th and 15th of the month automatically as rents are received.
- Tenants also have the option to pay rent online or by credit card in an effort to avoid late payment of rent.
- After a tenant's check clears their bank, we transfer the funds into the owners account that evening.
- If a tenant's check is returned by their bank, all future rent payments must be made with cash, money order or bank check only.

Tenant Funds

- All security deposits are held in a “broker trust” account.
- We can only request up to 1½ 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)
- Re-key fees

Services

- Landlord Insurance Competitive Pricing
- Tenant Insurance Competitive Pricing
- Vacation Rentals in Arizona and Costa Rica
- Maintenance and Repair
- Construction and Rehabilitation
- Escrow closing discounts
- Home Inspection Discounts

Real Estate

- Residential Listings and Sales
- Commercial Listings, Leasing and Sales
- Business Opportunity (sale or purchase of business)
- HUD Certified Broker
- Lease Modification
- Loss Mitigation (Short Sales)
- Rental Properties
- New Home Sales Instant Rebate Program
- Rent 2 Own Program
- Seller carry-back program

Recommended Services

- We provide competitive insurance quotes to protect investors from being over insured or under insured.
- We make certain your property value reflects today's market value.
- We encourage tenants to obtain tenant insurance to insure their personal items and also naming us as additional insured.
- Pet insurance is required for certain breeds, naming your management company as additional insured.
- A home warranty is recommended as a hedge against potential major repairs.

Repairs and Maintenance

- We recommend that you provide us with authorization to make minor repairs under \$500.00 or an amount you feel comfortable.
- Any repairs deducted from the owner reserve or future owner funds will be supported with an invoice from the vendor who completed the work.
- Any major repairs will be supported with estimates to insure the best possible pricing and must be authorized in writing by the property owner.
- Our property manager will verify that all work was completed as agreed prior to paying any invoice.

Eviction Process

- We make certain to place a qualified tenant in your property; unfortunately, financial circumstances change and on occasion we must follow the eviction process established under the guidelines of “The Arizona Landlord and Tenant Act”.
- If a tenant is late paying their rent, we provide them with 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 fail to cure the default in 5 days, we immediately start the eviction process.
- In the event we agree to accept partial rent, we require the tenant to sign a non-waiver agreement, which does not waive any of our rights to evict the tenant(s) if terms are breached.

Eviction Process and Expense

- The eviction process ranges from \$300.00 to \$550.00 for the basic filing and legal process; however, if a trial is requested by the defendant, the cost can escalate to \$800.00 and delay the eviction process for another 30 days.
- It is our policy of making certain tenants understand their responsibility to pay rent promptly to avoid additional costs and possible eviction.
- By adhering to this policy in the event of a tenant's breach the cost to evict the tenant will be offset by the security deposits we hold.

Real Estate Divisions

- Broker 2 Broker Network (Referral Brokerage)
- Business 2 Business (Satellite Office Division)
- Arizona Elite Commercial
- Arizona Elite Investments
- Corporate Relocation and Sales
- Residential Property Management Division
- Commercial Property Management Division
- Licensed HUD Bid Broker
- Business Brokerage Division
- Elite Vacation Rentals - US and Costa Rica

Mission Statement

- Our goal and objective is to provide you with the required property management services that will exceed your expectations and comply with all applicable laws and requirements of The Arizona Department of Real Estate.
- Our property managers are well trained and certified assuring our clients that they are acting in your capacity to protect your property and provide you with a stress free relationship.

Arizona Elite Properties

Chandler (Main) Office

- 2425 S. Stearman Dr. Suite 120 Chandler, Arizona 85286
 - Phone: 480-899-9010 Fax: 480-899-4918
 - Mesa Office
 - Phone: 480-835-1806
 - 946 S. Stapley Rd. Suite 102 Mesa, Arizona 85204
 - Pine Office
 - 4010 N. Beeline Hwy Pine, Arizona 85544
 - Phone: 928-476-2973 - Fax: 928-476-4766
 - Scottsdale Office
 - 7950 E. Acoma, Suite 101A Scottsdale, AZ 85260
 - Phone: 602-767-6090 Fax: 480-436-6225
 - Flagstaff Office
 - 201 E. Birch Ave. Suite 7 Flagstaff, AZ 86001
 - Phone: 928-862-4090

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- For more information please visit our web sites below:
- arizonaeliteproperties.com
- elitevacationrentals.com
- arizonaelitecommercial.com
- arizonaeliteinvestments.com
- lagunaazulrealestate.com
- elitebusinessalliance.net