

WELCOME!



OWNER PACKET

REVIEW US ON GOOGLE!

352-727-2852 | PepinePropertyManagement.com

WHAT WE OFFER



MAINTENANCE

We make sure to send you a notification of the maintenance concern before sending a vendor to your property. Our team handles all of your tenant's maintenance requests by assigning the appropriate preferred vendor. Once authorized, the vendor will be sent the maintenance request as well as the tenant contact information. From there, the tenant and the

vendor will coordinate the best time and date to remedy the concern. Invoices for the vendor will be deducted from your monthly owner payment.

TURNS

When your tenant moves out, we complete a walk through inspection and schedule service providers for any touch up paint, minor handy man repairs, and cleaning before the next tenant is procured. A copy of the move out inspection will be shared with you via your owner portal for your review.



SHOWINGS

Our team at Pepine will handle all of your property showings. As soon as a rental lead comes in, it goes to our team of rental agents to coordinate the best time for the potential tenant to view your property. If the home is occupied, we make sure to give a 24-hour notice before any showings are scheduled.



CONTACT US FOR MORE INFORMATION

352-727-2852 | Kristi@PepinePropertyManagement.com

MOVE-IN AND MOVE-OUT PROTOCOLS

PRIOR TO MOVE-IN

- Per your agreement, we will need 3 sets of keys from you. We hold on to one of the keys and give the tenants the other 2 keys. If you did not provide us with 3 sets of keys, please reach out so that we can make sure to get this taken care of. The tenants must return all keys at the time of the move-out or they will be charged.
- We need to know of any monthly/recurring services you may have scheduled for your rental. Your tenant will need to be aware of this, as should we, so that we can make sure it is properly being taken care of.
- If your rental/neighborhood has an HOA, please provide the documents. Your tenant will need to have a copy and we will also keep on file for our records.
- We need to know any warranties/contracts with vendors you have.

WHAT TO EXPECT FOR TENANT MOVE-IN:

- We will review our move-in packet, lease agreement and how work orders work, the tenant portal, how to pay rent, etc.
- At this time, we will confirm that your tenant has utility confirmation on file, renter's insurance **and** has paid any remaining fees due. First month's rent **must** be paid before keys are given.
- They are given a Move-In Inspection sheet and are told to complete and note anything they do not want to be responsible for at lease end. They **must** turn this in completed within 72 hours for it to be accepted. If we do not receive a Move-In Inspection form, any damage will be charged to the tenant upon move out. This will be deducted from their security deposit. If the security deposit **does not** cover any damage, you will then have to take them to small claims court.

WORK ORDERS:

- When your tenant places a work order, we first notify you of the work order request. If we know that the repair will be \$250 or under we will proceed per your agreement. We notify all vendors of this rule so that if they get there and they know it will be more than \$250, they immediately call us and upload a bid for the job. At this point, we send to you and wait for final approval. The **only** time we would proceed with a repair over \$250 is in the case of an emergency.

CONTACT US FOR MORE INFORMATION

352-727-2852 | Kristi@PepinePropertyManagement.com

MOVE-IN AND MOVE-OUT PROTOCOLS

DEPOSIT PROCESS

1. We send a "Notice of Intention to file a claim on the security deposit" form out via certified mail with attached invoices to back the claim.
2. The tenant has 15 days to reject the claim.
3. If the tenant rejects the claim, the only thing you can do is take them to small claims court (the deposit will stay in escrow account until account is settled). Should you not be interested in that step, you will be required to come out of pocket for the damage/turn cost.

****Please take note that security deposits do not go to you directly. A security deposit is to cover any damage done by the tenant outside of normal wear and tear to your rental. Tenants can reject any claims we have made to their deposit.**

PAYMENTS

Each month we will collect your tenants rental payment via ACH, deduct our management fee and any pending invoices and then pay you on the 10th of each month.

We will reach out to the tenant(s) each month to remind them that rent is due. The tenant(s) will also receive a reminder email. Should your tenant not pay rent, we will post a 3 day notice to pay or vacate the premises on the door. At this point we will send you the notice and you will need to proceed with the eviction process.

**Find us on our
social pages here!**



Instagram
mgmt_pepine



Facebook
Facebook.com/PepinePM



Youtube
YouTube.com/PepineRealty

CONTACT US FOR MORE INFORMATION

352-727-2852 | Kristi@PepinePropertyManagement.com

OUR MANAGEMENT FEES

OWNER

NEW OWNER

1st month's rent and 10% of monthly rental income thereafter

TRANSFER OWNER

\$150 fee and 10% of monthly rental for lease.

1st new lease with Pepine 50% of 1st month's rent

CURRENT OWNERS

\$200 renewal lease fee

\$300 new lease fee

***no resident income=no charge to you, we get paid when you get paid*

TENANT EXPENSES

ADMINISTRATION FEE

\$150 per lease

APPLICATION FEE

\$50 per adult

PET FEE

\$250 per pet, non-refundable



CONTACT US FOR MORE INFORMATION

352-727-2852 | Kristi@PepinePropertyManagement.com

MEET THE TEAM



Betsy Pepine

Broker-Owner

☎ 352-226-8474

✉ Betsy@PepineRealty.com



Kristi Gregory

Property Manager

☎ 352-664-8343

✉ Kristi@PepinePropertyManagement.com

HOURS OF OPERATION

It is our goal to provide you with outstanding customer service. Please understand that our business hours are **9am-5pm** and that our staff will reach out to you between **Monday-Friday** between those hours.

CONTACT US FOR MORE INFORMATION

352-727-2852 | Kristi@PepinePropertyManagement.com

Your new address will appear like this:

Name: _____

Address: _____

Apt #: _____

City, State, Zip: _____

I HAVE READ AND UNDERSTAND ALL INFORMATION GIVEN AND ACCEPT THE TERMS.

Owner Name: _____ Date: _____

Owner Name: _____ Date: _____

Agent: _____ Date: _____

**Find us on our
social pages here!**



Kristi Gregory

Property Manager

352-664-8343

Kristi@PepinePropertyManagement.com

Facebook

Facebook.com/PepinePM

Instagram

mgmt_pepine

YouTube

YouTube.com/PepineRealty

REVIEW US ON GOOGLE!

352-727-2852 | PepinePropertyManagement.com