



H&S Reny Property Management, Inc.

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Service Offerings

H&S Reny Property Management, Inc. is a full service property management company, located in Lewiston, Maine. We provide comprehensive management services to assist our clients achieve their goal of maximizing the return on their real estate investments.

The following summary provides a breakdown of the service categories available and a breakdown of the services included on each category. Management packages can be tailored to meet our clients' individual needs.

MANAGEMENT: Management pricing for full service management is 7 % of actual monthly income (8.5% for clients with less than three units under management), with a minimum management fee of \$20 per unit per month and includes the following:

- Rent Collection and Deposits (individual account)
- Lease Enforcement / Tenant Correspondence
- Building Inspections (subsidized housing requirements)
- Processing of Evictions
- Record Keeping
- Vendor Payments (& 1099's @ Year End)
- Monthly Operating Account Reconciliation
- Monthly Reporting

Please note there will be a one time \$50 per unit set up fee (\$100 per occupied unit for properties without lease files). This fee covers setting up the accounting records, tenant files, owner files, rent rolls, reviewing all tenant files and processing of paperwork needed to protect the owner's interests. This can include things such as move in inspections, to set the base for future security deposit reconciliation even if the tenant has been there a long time, lead disclosures, energy efficiency paperwork, and other administrative services as needed to ensure lease files and other accounting records are in compliance with Maine State Law and in compliance with lender and state/local agency requirements.

RENTAL FEES: Rental fees are 50% of one month's rent, per unit (advertising is coordinated on a contract basis to provide cost effective advertising and the expense is passed through to the property). Commercial lease fees are billed at 5% gross lease revenue upon execution of lease. Our residential and commercial rental/leasing services include the following protocol:

- Taking Calls / Showings
- Applicant Screening (credit & background checks)
- Lease Analysis (commercial leases only)

- Execution of Lease
- Move-in / Move-out inspections
- Post Lease Security Deposit Reconciliation & Processing

ADDITIONAL FINANCIAL REPORTING: We offer complete financial statements (tax ready to include a balance sheet and fixed asset accounting) and an annual Pro-Forma financials for an additional 1½% of the collected rental revenue.

- Annual Operational Forecast
- Complete Financial Statements (GAAP or Tax)

MAINTENANCE: Maintenance services are billed at a rate of \$32.00 per hour plus materials (marked up 15%), while outside vendor fees are billed according to their fee schedules. Maintenance technicians are available 24 hours a day, 7 days a week and are coordinated through our office. Paged emergency calls during normal business hours are billed at a rate of 1.33 times the per hour rate (minimum one hour billing) and at 1.66 times the per hour rate for paged calls outside normal business hours. Our maintenance technicians are experienced to handle any problem not requiring a trade license and are backed up by a maintenance supervisor with over 14 years experience with the company. We have dedicated professionals that are contracted for service requiring a trade license, such as plumbing/heating and electrical services. As many firms have had to do, we instituted a fuel surcharge on work orders. However, we only charge a small flat rate fuel surcharge per work order regardless of travel distance or need for material runs.

Cleaning and janitorial services are billed at a rate of \$25.00 per hour plus materials (includes make ready cleaning and scheduled common area cleaning).

H&S Reny Property Management, Inc. uses professional judgment on all maintenance issues and will contact the owner prior to any major maintenance expense being incurred.

H&S Reny Property Management, Inc. will maintain the real estate in a condition acceptable to the owner, including but not limited to cleaning (common areas and units), painting, plumbing, carpentry, grounds care and such other maintenance and repair work as necessary.

Please feel free to contact us if you have any further questions and we will be happy to answer them for you.

Sincerely,

H&S Reny Property Management, Inc.