

# OWNER'S HANDBOOK

Welcome Aboard!! This handbook should answer any questions you may have about Homestead Realty, our policies, our procedures, and our responsibilities. It will also cover your responsibilities as an Owner.

## COMPANY CONTACT INFORMATION

Homestead Realty, Inc.  
14115 Town Loop Blvd., #300  
Orlando, FL 32837

Toll Free: Office#: 866-446-2921  
Local Office#: 407-367-4201  
email address: [teamzipp@aol.com](mailto:teamzipp@aol.com)  
Website: [www.myhomesteadrealty.com](http://www.myhomesteadrealty.com)

Fax: 866-446-2901  
Fax: 407-367-4210

Current Office Hours: Monday thru Friday: open 9:00AM to 5:30PM  
Saturday, Sunday, Holidays: closed

## COMMUNICATION POLICIES

Communication is a two-way street. We will contact you whenever any **significant** change occurs with respect to the management of your property. Our preferred method is email, but we will call you for any 'emergencies' that may arise.

Likewise, it is important that you notify us of any significant issue that can affect your account. You can call us or you can email your Property Manager directly. Please, at a minimum, notify us for any of the following:

- Change in your email address
- Change in your mailing address
- Change in your phone numbers
- Change in ownership status of your property, including potential foreclosure information, if any
- Change in your TAX-ID number
- If you're thinking of selling your property

Note: when emailing us, please **put the Property Address in the Subject Line of the email.**

## OWNER'S RESPONSIBILITIES

Again, this is a two-way street. A successful business relationship works both ways. We take our responsibilities seriously, and we request that you do the same. An Owner's responsibilities are:

- Notify us of any title change or ownership change in the property
- Supply us with **complete and accurate information**, as requested by your Property Manager
- Review your statements monthly and notify us immediately of any discrepancies
- Check your bank statements monthly and notify us if any discrepancies
- Maintain a current Rental Dwelling Insurance Policy for your property
- Support Fair Housing Laws and Civil Rights Laws, as well as current legislation
- Assure appropriate responsibility for **required maintenance**, especially if legal or safety issues prevail
- Keep all your payments current: HOA dues, mortgage payments, taxes, insurance, etc.
- Respond to your Property Manager in a timely manner. We will be business-like and courteous when we communicate with you. Please respond to us in like fashion.
- **Please allow us to do our job for you.** We work for you and we have your best interests at heart. Inappropriate Owner interference can jeopardize the Landlord-Tenant relationship.

## **HOMESTEAD REALTY's RESPONSIBILITIES**

- We will manage your property as if it were our own property. We will only make decisions that are legally in your best interests. We have a fiduciary responsibility to you. We will be honest, fair, legal and conscientious with respect to any of our actions. We will act in a compassionate, but business-like, fashion to fully enforce our Leases and our Contracts. **We cannot consider, nor can we execute, any illegal request.**
- We will pre-screen Tenants to the highest degree, so that we can be sure they are as qualified as possible to move into your property. If a Tenant is somewhat marginal, we will ask for your input regarding renting to them.
- We will use only qualified technicians to make repairs to your property. We have a complete list of Vendors with whom we have used in the past and are well-qualified and trustworthy. We will conform to Florida laws regarding timeliness of needed repairs. **We do not add a surcharge to the Vendor's bills – you pay what they charge!**
- We will **never** give your personal information to any Tenant, unless you authorize us to do so. Owner-Tenant interface usually leads to problematic situations.
- We will legally handle and account for any and all of your funds. We will direct deposit funds into your account. You will have access to monthly and annual statements. You will also have access to your year-end US tax statement (FORM 1099).
- We will follow all legal guidelines and timeframes associated with evictions and collections. We have an attorney that handles all of our legal issues.
- We will **automatically** attempt to renew a Tenant's lease prior to 30 days from expiration, unless you instruct us **in writing** not to do so. By renewing a lease, you will not incur re-renting costs or costs of vacancy.
- We will fully perform the duties in our Contract with you, just as we expect you to perform your duties to us. If we fail to correct any of our shortcomings within 7 days, **we will void your contract at no additional cost!**

## **MONTHLY PROPERTY MANAGEMENT TIMELINE**

Ongoing thruout the month	Collect rents
the 4 <sup>th</sup> of the month	Deliver Late Notices
the 7 <sup>th</sup> of the month	Pay Vendor Invoices
the 9 <sup>th</sup> of the month	Prepare Lease Renewal Letters for leases that expire in 80 days
the 10 <sup>th</sup> of the month	Prepare Monthly Owner Statements
the 11 <sup>th</sup> of the month	Direct Deposit Owner funds
the 15 <sup>th</sup> of the month	Start any necessary Evictions
the 20 <sup>th</sup> of the month	Process any Monthly Statements and Direct Deposits that weren't done yet
as needed during the month	Handle any Tenant problems that may arise
	Perform Property Inspections, Drive-bys and Re-secure vacant properties
	Perform Thorough Move-Out Walkthrus
	Perform Thorough Move-In Walkthrus
	Get Vacant Properties Rented – Get Leases signed – Move new Tenants in
	Communicate with Owners and Tenants <b><u>as necessary</u></b>