



# JNB Platinum Properties

*The Key to Your Success!*

## PROPERTY MANAGEMENT SERVICES

JNB Platinum Properties is a professional property management company that is devoted to the management of real property. With extensive experience in all facets of property management we have set ourselves apart as being highly qualified professionals. Our training, knowledge and ethical practices are a benefit to both our clients and those who work and live at their properties. Whether you own one unit or thousands, we can provide the quality service you expect and deserve.

You own property for one reason – as a financial investment. With the Certified Apartment Portfolio Supervisor designations, years of experience and comprehensive management expertise, JNB can enhance the value of your real estate assets and make the most of your portfolio

Please review our services below.

### OUR APPROACH

Each project we undertake is unique; however, our basic process is the same. Our methods are rapid and effective. To complete each project in the most efficient manner and insure that the client's objectives are met, the following steps are taken:

- Analysis of the project
- Establishing a clear understanding of client's objectives
- Identification of the areas for improvement or task to be completed
- Development and implementation of a custom Management & Marketing Plan
- Measurement of performance on an on-going basis

Achieving effectiveness in each area of our approach enforces our delivery of optimum results.

### Management Fees

- Our monthly management fee is payable when the rent payment is collected. It is automatically deducted from the property account when rent has been posted.
- The management fee is typically based on a percentage of the gross collections with a monthly minimum.
- Our management fee includes all of the services that are listed in this document.
- No Set-up Fees
- Owner will be responsible for subscription costs to property management computer system as well as any set-up costs associated with same.

### Staff Selection and Development

- Our services include hiring and supervision of on-site staff
- Initial and on-going training of on-site staff

### **State of the Art Property Management System**

We operate using a comprehensive on-line property management system.

Overview of features:

- Maintenance of complete accounting records for each property
- Maintain complete tenant history including charges and payments
- Give property owners and board members online access
- Receive maintenance requests and generate work orders
- Accept electronic rental payments
- Comprehensive tenant screening
- Give residents online account access
- Market and fill vacancies online

### **Accounting & Payroll Services**

- Creation, Implementation and Control of Annual Operating Budgets
- Management of Monthly Revenue and Expenses
- Financial Planning and Analysis
- Implementation of Effective Cost Controls
- Performance Plans and Projections
- We offer you the opportunity to outsource all or part of your internal accounting functions
- We handle all of your bookkeeping. Our state of the art accounting software keeps complete, accurate records of all income and expenses that affect your property.
- We handle all of the property's payroll as well as filing and payment of the quarterly payroll reports.
- Our detailed monthly and year end statements simplify the task of tax preparation for you and your accountant.
- All property operating expenses are the responsibility of the owner.

### **Thorough Documentation**

- Our property management agreement defines our working relationship with property owners. It details the obligations and responsibilities of both parties.
- Every prospective tenant is required to complete a Rental Application. An application must be completed by any person 18 or over who will occupy the unit.
- Properties are carefully inspected by our field staff and tenants at the time of rental and move out. The appearance and physical condition are well documented and an Inventory and Condition form is filed.
- In the event of non-payment or any other violation of the lease agreement, tenants are promptly notified in writing and asked to take immediate corrective action or vacate the premises.
- JNB prepares an owner's statement each month. This statement summarizes accounting transactions and accompanies a check to the owner.

### **Rental Advertising**

- Your property is actively marketed throughout the rental market, via the internet and local publications.
- As members of the Bryan College Station Apartment Association we are able to share our rental listing through Rentlinx which publishes the listings on 11 websites.

- We will also use Social Media such as Facebook to promote the property.
- In addition, the property will have its own page within the JNB Web-site as well as a separate web-site for the property.
- JNB is always aware of the current market conditions and therefore we make every effort to rent your property at its highest value.

### **Rent Collection**

- Rent is due the first of each month. Rent is considered late on the fourth day. Every effort is made to collect rent. Late notices are sent on the fourth of each month and late charges assessed. Eviction proceedings are initiated if the tenant does not pay the outstanding balance.

### **Tenant Screening**

- Attracting good, qualified tenants is the name of the game. It is our goal to create a good tenant/landlord relationship.
- We have implemented a thorough tenant screening process to ensure we secure the best tenants for your property.
- All prospective tenants are qualified in accordance with the specific statement of rental policy.
- All background profiles are performed by an independent agency and include: Credit History, Current Employment Verification, Current and past residence verification, criminal background search.
- In the event that a student is the applicant, a guarantor will be required. Appropriate credit screening will also be completed on each guarantor.

### **Lease Administration**

- After an application has been approved, we will prepare the necessary lease documents for signature by the tenant and the staff.
- JNB uses the TAA Lease agreement. TAA provides a standardized lease contract and addenda. These documents are highly recommended by consumers, judges and legislators and include substantial protection for owners, as well as fair and equitable treatment of residents.
- BE will maintain lease files on each resident complete with any correspondence and all signed documents.

### **Property Inspections**

- At the time of tenant move-in or move-out, a property inspection form is completed with the tenant. This does not replace the inventory and condition form upon move-in.

### **Property Maintenance**

- Our approved vendor list consists of pre-qualified licensed and insured repair technicians.
- Prompt attention to maintenance repairs keeps the tenants happy and prevents minor repairs from turning into expensive repairs later.
- Our goal is to complete each maintenance request within 24 hours of receiving the request. There are times when this is not possible, and in those instances, we will keep the tenant updated as to the progress.

- We also closely monitor the maintenance work. We know what repairs should cost and how long they should take to complete.
- We protect the value of your investment by helping to maintain your property at current neighborhood standards.

JNB has a unique talent not only for managing properties, but for maximizing occupancy and cash flow. We would appreciate the opportunity to assist you with your property management needs.