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Thank you for your interest in Southern Property Management Services. As a full-service Real Estate Firm, we have over 12 years of experience in Property Management and Sales. Below, is an overview of some of the basic services we offer and can provide for you with respect to the leasing and management of your rental property. If you have a need for additional services not listed below, please just ask!

Tenant Procurement:

- Marketing and Showing the Property – Listing online through our website and 3rd party marketing sites (ex. Zillow), social media sites (ex. Facebook), and placement of yard sign; Scheduling and accompanying prospective tenants to view the property.
- Tenant Screening with Application - Individual Credit Check and/or Parental/Guardian Guarantor required; Income Verification; Previous Rental History requested.
- Lease Execution – Joint Lease for all Tenants at the Property
- Security Deposit Collection – Reservation Fee equivalent to monthly rental rate required at Lease-signing. Security Deposit funds are held in our Security Deposit Trust Account until Lease Termination and/or upon completion of Move-Out Inspection. If pets are allowed, a non-refundable pet fee of \$300 per pet must be paid and Tenants must sign a Pet Agreement acknowledging their responsibility for any damages caused by the pet.

Rent Collection and Owner Payments:

- Rent is due on the 1st of each month and late after the 5th •\$35.00 Late Fees applied on the 6th, 13th, and 21st of each month.
- Tenants can pay by check, money order, credit card, or can sign up for auto-draft. •Tenants who do not pay by the 5th receive reminder phone calls, texts, and/or letters. If they cannot be reached, we also contact their Guarantor. Letters are sent to those who do not respond, meanwhile, phone calls continue to be made and Eviction proceedings may be initiated.
- Owners can normally expect payment between the 6th and 10th of each month, however, depending on if we are still trying to collect from Tenants, or other non-typical problems arise, it could be as late as the 15th. Owners can elect to receive a check in the mail or receive direct deposit payments.
- Owners will receive a statement outlining all income and expenses, and copies of Invoices will be attached.
- Our commission rate is 10% of all rent and late fees collected.

Property Inspections:

- Move-In Evaluation to be completed and signed by Tenant when they take possession of the Property.
- Move-Out Evaluation completed by SPMS once Tenant vacates Property.
- Periodic Inspections are scheduled to make sure the Property is being maintained properly and to look for any maintenance/safety concerns. A written Report of our findings is sent to the Owner.

Property Maintenance:

- Process Tenant requests for maintenance and determine the best course of action based on the preferences of Owners and in accordance with situational variables.
- Call appropriate service providers according to the maintenance issue (we can use our “usual” vendors or the vendor that you request us to use).
- After hours/weekend emergency maintenance line available to receive calls.
- Billing Tenants for damages or repairs required because of their misuse.

Payment Records:

- Maintain accurate and up-to-date records of all payments and lease transactions.
- All Tenants and their respective Guarantor will be turned over to a collection agency in the event our collection attempts are unsuccessful.
- If Eviction or other legal action is required, SPMS will file the necessary paperwork and attend Court proceedings on Owner’s behalf.

Again, we would like to thank you for your interest in Southern Property Management Services. Let us know when you are ready to take the next step in securing our Company to assist you with the leasing and/or management of your rental property, or, if you are interested in purchasing or selling a property. Please do not hesitate to contact us should you have any questions. We look forward to hearing from you and hopefully working with you soon.

Sincerely,

Southern Property Management Services

Shaana Perkins Tinker, Property Manager
Raegan Smith, Leasing Manager

Lisa Groover, Office Manager
Greg Kearney, Front Desk Administrator