

Our Full Property Management Service allows you to sit back and let Kasteel Property Management take care of everything. Call for more details.

(Exhibit B)

WHAT KASTEEL DOES	WHAT THE OWNER DOES
Monthly Management	
Collect and enforce the monthly rent and fees. Disperse collected rents to Owner on the 10 th – 12 th of each month.	Pay the management fee of 8%, of collected rents. Kasteel does not mark up service calls nor do we charge vacancy fees.
Keep an attorney on retainer that specializes in landlord/tenant law and provide no cost evictions to Owner. See Attorney Retainer Program for details.	Pay the attorney retainer fee of \$9/month . This fee is not charged for vacant units.
Provide a monthly and yearly statement to Owner by email. Including invoices and expense receipts.	
Enforce terms of the lease, including: <ul style="list-style-type: none"> • Rent & late fees • Pets • Smoking • Maintenance Send Tenant to collections and/or take legal action if necessary.	
Provide Tenant with necessary state, national and city disclosures.	
Retain Tenant security deposit in a trust account and disperse when appropriate.	
Vacancies	
Repost vacancy advertisements weekly: <ul style="list-style-type: none"> • For Rent sign out front – FREE • Fliers with Rent sign – FREE • Post on craigslist.com weekly – FREE • Post on KSL.com weekly – FREE • Post on Kasteel’s website – FREE Work with owner if additional marketing is needed.	
Answer and/or return calls from perspective tenants beyond regular office hours until 9:00pm, Mon - Sat.	
Provide prospective tenants instant access to the unit with an access code.	Ask for more details and find out how a keyless lock saves you money and fills your vacancies faster.
Qualify applicants against screening guidelines.	Pay screening fee for applicants that do not become tenants.
Video the property prior to Tenant taking occupancy and after Tenant has vacated property.	
Maintenance	
Coordinate repairs between Tenant and service or repair professionals.	
Manage general maintenance and repairs needed in-between tenants, including cleaning, carpet cleaning or replacement, painting, and general repairs. Charge tenant for repairs and damages that are beyond normal wear and tear.	
Inspect exterior of Property at least every 3 months and the interior at least every 6 months.	
New Owners & New Properties	
Perform background checks on Owners.	Fill out “Owner Profile” and pay the \$50 New Owner fee.
Verify property ownership.	
Help owner, if needed, so property complies with “Minimum Standards of a New Property” (See Property Owner Forms)	Fill out “Property Profile” and pay the \$50 New Property fee for each new property.
Office Procedures	
Maintain office hours, or available by phone, Mon-Fri 9:00am – 5:00pm, closed holidays. Monitor emergency numbers 24/7.	Limit calls to office hours.