



Agave New Owner Packet



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Property Management Services and Fees

1. We charge 3 Fees - Monthly Management, Leasing, and Lease Renewal. We never charge a Monthly Management Fee for vacant units. Our philosophy is to align our income with your income. Therefore if you are not receiving rental income, we are not receiving management income. We do offer discounted rates for multiple properties. Our fees are very competitive and straight forward. Please inquire for more details.
2. Legal Fees - Typically these fees only apply to the eviction process, which is rare. Based on time spent in court only.

Other Benefits Offered By Agave Properties:

- 24/7 access to owner accounts through www.agaveproperties.com.
- Customized end of year tax preparation reports.
- Property tax protest service, and annual mortgage / insurance reviews.
- Pay all HOA dues, insurance premiums, and monthly mortgage payments upon owner request.
- Monthly owner draws initiated on the 7th of the month via ACH.
- Marketing of your properties on 15 different web sites, MLS, and Craigslist.org.
- Annual inspections of properties to make sure that small problems are addressed before they become big and costly problems.



Owner Portal

We strive to provide you unparalleled service and visibility into the performance of your rental properties. From this Owner Portal, you have access to the following areas:

- **My Account**
A summary screen where you can see alerts notifying them of unpaid bills and work orders that require approval. From here you can also update your contact information, change your password and use the conversations feature to communicate with our management team.
- **Statements**
View your owner statements online and see the general profitability of your rental properties. These owner statements are shared as a Adobe PDF documents that your owners can view the from Statements section of the Owner Portal. In addition, you can view all owner draws and contributions that have been made in and out of your portfolio.
- **Reports**
This area lists real-time reports that we have shared with you. This data is completely dynamic and allows you to gain visibility into the daily management efforts for your rentals.
- **Bills**
You have real-time access to all the bills and bill payments for the expenses recorded against your rental properties. From this section you can search through your bills, view details and even download copies of vendor invoices.
- **Maintenance**
You now have instant visibility into all the work orders created for your rentals. This includes service requests from tenants and those created by our management team.
- **Documents**
View a list of all documents that we have shared with you.



Tenant Portal

We strive to provide quality services to our renters with the added convenience of communicating with us electronically and paying rent / creating maintenance requests online. The Tenant Portal is set up with four main navigation tabs across the top of every page. You can move between these tabs by clicking the tab title. The tab you are currently displaying will change to white.

- **My Account**
 1. *Action buttons:* Make Payment, New Service Request, and Auto Payment.
 2. *My Contact Information:* View and edit contact information.
 3. *My Rentals:* Provides a snapshot of your lease information.
 4. *My Open Service Requests:* Review, cancel and edit existing service requests.
 5. *Conversations:* Converse with your management team.
- **My Rentals**

The My Rentals tab allows you to review the details of your lease(s). Each lease will be displayed with the following details: Address, Unit (if applicable), Last Payment Date, Deposit Held, Total Unpaid , Balance
- **Maintenance**

The Maintenance tab allows you to view both open and closed service requests and edit any current requests. The requests will be listed in chronological order with the most recent requests at the top of the page.
- **Documents**

The Documents tab allows you to view building, lease or other important documents that have been shared by your management team. When a new document is loaded to the Tenant Portal, you will be notified via email. When you view the document tab, you will see a link to the document along with size, date uploaded, and who uploaded the document. Clicking the link to the document will attempt to open the document.



Marketing

We conduct an annual Comparative Market Analysis of each unit. This helps ensure your units are priced to the highest possible rental rates, while decreasing vacancy. We market units through a variety of outlets including but not limited to:

- Austin's MLS (reaches 8500 Realtors who are part of the ABOR)
- Realtor.com
- Austinhomesearch.com
- Craigslist.org
- HotPads.com
- Google Base
- Vast
- Overstock
- Properazzi
- oodle
- Myspace Classifieds
- Local.com
- Lycos
- RentBits
- Yahoo! Real Estate



Vendors / Maintenance Programs

- **Maintenance Vendors**

We use a select group of trusted vendors to perform maintenance on our owner's properties. Typically we use vendors per functional area (electrical, HVAC, plumbing, painting, etc.). We also have a 3 handyman who have been doing work for us for years. Their skill sets range from simple cleaning to sheet-rock repair / painting, to light electrical and plumbing. We try to utilize handymen as much as possible to keep costs down for our owners. Our owners receive a copy of every invoice that we pay out to vendors.

- **Heating Air Conditioning Program**

Here in Texas one of the greatest single expenses property owners can face is costly Heating and Air Conditioning repairs / replacement. Upon taking over management of your property, Agave Properties takes and inventory (make/model/year) of the critical systems in your property including the HVAC system. We also offer a exclusive HVAC Maintenance program, via one of preferred vendors. This programs offers our owners an annual service agreement that includes a Spring/Summer HVAC check and Fall/Winter HVAC check (see HVAC attachment). The plan cost \$100.00 a year, plus owner's will receive a 15% discount on any parts needed for repairs.