

- **Are you Licensed?**
Yes, our company and agents are licensed with the Texas Real Estate Commission.
- **What credentials do you have?**
We have been managing investment real estate for two decades.
- **Is there a management agreement?**
Our management agreement was written by the Texas Association of Realtors.
- **Are there up front cost?**
We require the owner to maintain a minimal deposit in the property account.
- **What are your fees?**
Our fees are determined by the property type and number of units owned. We will be happy to discuss these fees with you.
- **When do you mail owner's check and statement?**
Owner's checks and statements are mailed on or before the 15th of the month.
- **Can you send my funds to my bank?**
Right now our systems do not allow us to do this. We are exploring the options.
- **Are your repair people employees?**
We only use licensed and insured sub-contractors. This removes the possibility of any conflict of interest that may arise.
- **How do I know you wont spend large sums of money?**
You are protected in the management agreement by a set amount that we cannot exceed without owner approval.
- **How do you determine the rent amount?**
Rental amounts are determined by comparative properties in the neighborhood. Since we manage a large number of properties, we can also use our database to determine rents.
- **How long will it take to lease my home?**
This is based on the market conditions at the time the property goes on the market.
- **How much security deposit do you collect?**
Typically, the deposit is the \$50 more than one month's rent on single-family homes.
- **Who holds the tenant's deposit?**
We hold the tenant's deposit and process the return for you.
- **How do you find a tenant?**
We list all of our properties in the Multiple Listing Service (MLS), advertise, use signage, and the Internet.
- **How do you qualify a tenant?**
Resident must pass a thorough background check. We verify credit, rental, employment and criminal history on each applicant.
- **What if the tenant does damage to my property?**
The Resident will be responsible for all damages beyond normal wear and tear.
- **How often do you check the condition of the property?**
Interior condition surveys are typically done prior to lease renewal. Other checks may be performed if a vendor notices something "unusual" at the property.
- **What happens in a vacancy?**
We survey the condition of the property and start any preventive maintenance or repairs need. Then marketing for a new resident begins.