



## RNB's Most Frequently Asked Questions:

### 1) What is your monthly Management fee and what does it include?

Our monthly Management fee for a single family home or any one unit in a multi-unit development is \$85 per month (call for additional properties). Any and all fees that an owner would incur during the management of their own property is passed to the owner. The time, gas, leg work and inconveniences associated with managing a property is what RNB offers as a service and is included in the monthly management fee.

1. Normal Maintenance & Repair Coordination- (House Cleaning, Carpet Cleaning, Locksmith Service, Painting, Electrical Repair, Roof Repair, Plumbing Repair, Flooring Repair, HVAC Repair, Landscape Clean-Up and Repair, and Handyman services less than or equal to \$500)
2. 24/7 Maintenance Emergency Response
3. Rent Collection
4. Serving Notices & Appearing in Court
5. Pre-Winter & Pre-Summer Inspections
6. Drive-by Inspections
7. Move-Out Inspection
8. Pay Bills Associated with Property (i.e., water, sewer) **\*additional \$5 monthly fee for utility reimbursement with processing service**
9. Monthly Reports & Annual Tax Reports (i.e., 1099)

### 2) What is your fee to Rent-Up my property and what does it include?

Our Rent-Up fee is 50% of one month's rent or \$600, whichever is greater, which includes:

1. Property Signage – One Agent For Rent Sign
2. Color Flyers – One Flyer Box
3. Property Profile Webpage – [www.RNB2day.com](http://www.RNB2day.com)
4. Virtual Tour
5. Craigslist.org Ad
6. Unlimited Tenant Showings
7. Tenant Screening
8. Lease Signing & Negotiating with Owner
9. Digital Move-In Inspection (200-700 digital photos)

We do have additional marketing available at wholesale: [www.Sacbee.com](http://www.Sacbee.com), [www.Newsandreview.com](http://www.Newsandreview.com), [Rentalhouses.com](http://Rentalhouses.com), Sacramento Bee, News and Review, Business Journal and any other publications in which you would like to see your property advertised.

### 3) What is the difference between a Rent-Up and Management?

At RNB Property Management we classify our array of services into two categories: Rent-Up and Management. You as an owner have the option of choosing one or both services. We recognize that many owners enjoy managing their own properties but would prefer to pay a fixed fee to professionally market and screen the ideal tenant through our Rent-Up services. Those who currently have an occupied rental may opt to transfer to our Management services at no additional cost.

### 4) How do you determine the appropriate rent?

You as an owner determine the rent but as a service included in the Rent-Up we advise our clients by providing up-to-date market comparables through our InfoTracker system.

### 5) What is InfoTracker?

InfoTracker is a system unique to RNB that provides the analysis of statistical rental data of more than 20 property management companies within Placer and Sacramento counties. The information contained in the InfoTracker database (i.e. year built, square footage, rents, deposits, etc.) allows a property manager to provide current rental comparables in order to establish the appropriate market rent.

## 6) When will I receive my rent proceeds?

Funds are disbursed immediately upon receipt and processing of rent through the accounting department. The Management Agreement states that funds are remitted monthly by the tenth of each month. This clause takes into account when the first of the month falls on a weekend or holiday, rent is not paid on time or within the three day notice to pay rent or quit.

**Please Note:** Given the third party (tenant, post office, bank) involvement in remittance of funds, Agent cannot guarantee when funds will be received by Owner in the mail or post to Owner's account through direct deposit despite Agent's efforts on the tenth day. Those signed up for automatic deposit (ACH) usually receive their funds sooner.

## 7) Do you charge late fees?

Rent is due and must be received in advance on or before the first day of each month. If rent is not received by the fifth day, a \$25 late fee will be assessed and a "Three Day Notice to Pay Rent or Quit" will be served. As the Owner you will receive any and all late fees.

## 8) How do I transfer my Property to you for Rent-Up or Management?

If you currently have a property manager you will want to review your contract and the termination clause. Most management agreements require a 30 day written notice but your property manager may allow for an immediate cancellation. Visit [www.RNB2Day.com](http://www.RNB2Day.com) for a pre-written cancellation letter. Once you have completed and signed this letter mail a copy to your property manager and to RNB Property Management Inc. Once we receive this letter we will begin the transfer process at no additional cost.

If you are currently managing your own property call 916-435-2424 or visit us online at [www.RNB2Day.com](http://www.RNB2Day.com) to schedule an appointment with a property manager. The property manager will request a copy of the lease or rental agreement and ask a variety of questions from our intake forms to familiarize them with your property and your needs.

## 9) Do you conduct inspections?

During the tenancy period our property managers conduct pre-winter and pre-summer inspections. Smoke alarms, air filters, heating and air-conditioning systems are inspected to assure that they are functioning. The Property Manager also documents whether the tenant is fulfilling their rental agreement. A drive-by of your property is conducted on a needed basis. At these drive-by inspections, digital photos are taken which can be mailed or e-mailed to you. During tenancy turnovers, the property is inspected before and after the tenant vacates. These inspections are documented in writing and digital photographs.

## 10) How is maintenance handled?

Tenants may not issue maintenance to your home unless instructed by the Property Manager. A Property Manager will not authorize a tenant to repair items that may be dangerous or require an advanced skill. If such service needs do arise we will dispatch one of our maintenance technicians (handypersons) or the appropriate independent contractor to perform the required repairs. Owners are given the option to authorize any and all repairs over a fixed amount.