

carvalho

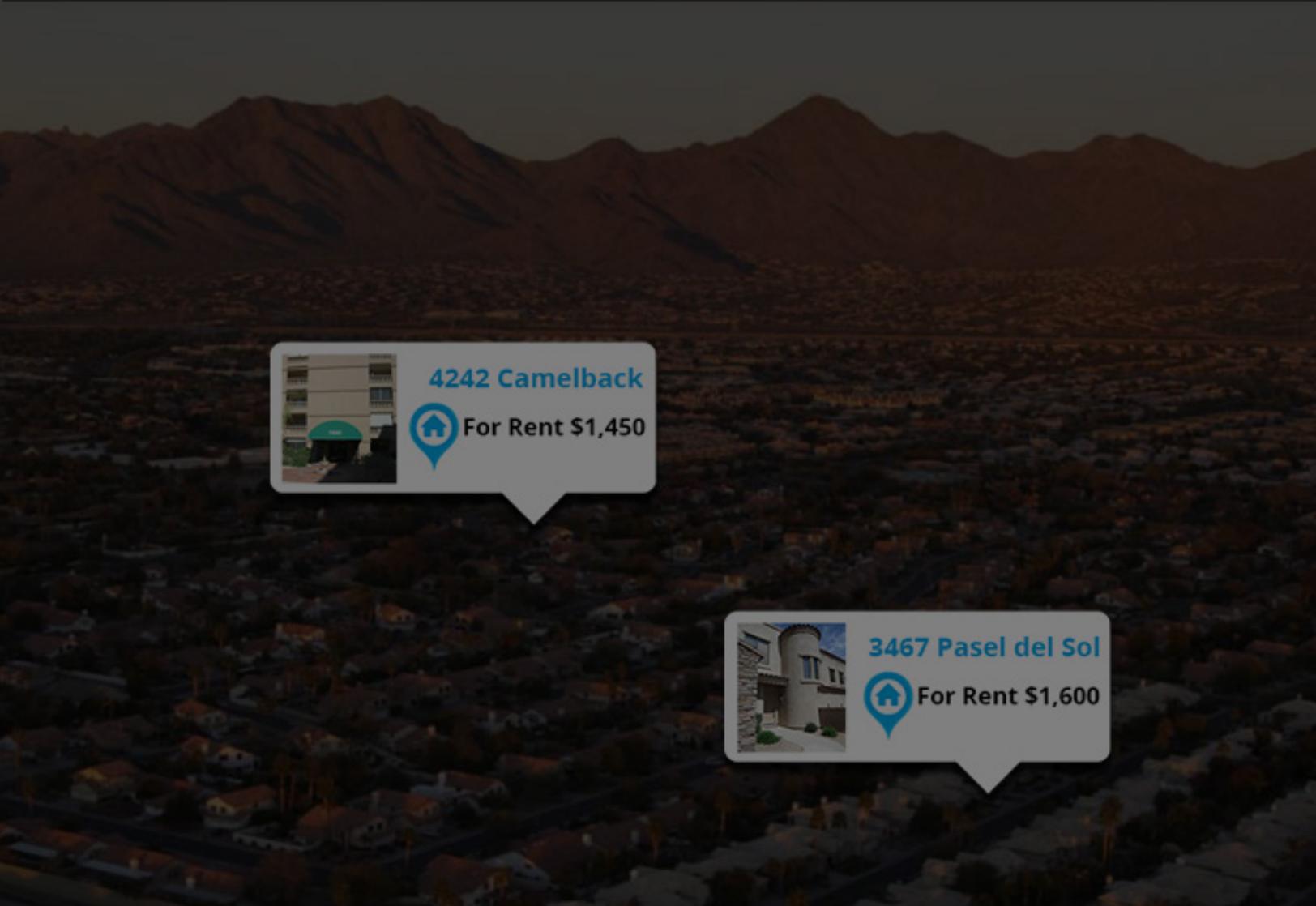
property management

services
and
pricing

480.854.9000

4135 s. power rd. #125 | mesa, az 85212

<http://carvalhopm.com>



 **4242 Camelback**
 For Rent \$1,450

 **3467 Pasel del Sol**
 For Rent \$1,600

Office: 480.854.9000
Leasing: 480.236.7195
Questions: 480.250.6099

Find Us:
4135 S. Power Rd. #125
Mesa, AZ 85212



People Minded. Property Driven.

Welcome Property Owners!

Thank you for considering Carvalho Property Management (CPM) to manage your Arizona property. We pride ourselves on responsiveness and attentive customer service.

We are the next generation of property management with the service, systems and online technology to manage your properties and your expectations effectively and profitably. Quite simply, our property management services are a cut above. Please let us know if there is anything that we can do to make your experience more satisfying and enjoyable. We look forward to a productive, rewarding relationship.

Our management philosophy is straight forward.

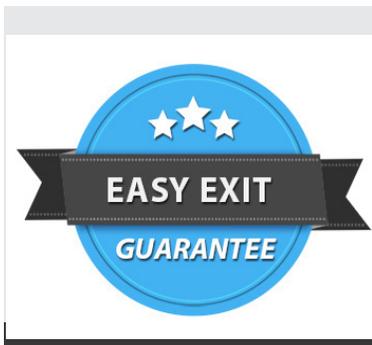
- **Communicate frequently and proactively with both owners and tenants**
- Always protect your asset's value to maximize your return
- Keep vacancy low by renting to only high quality tenants

What does this document contain?

- + A detailed break down of our property management services
- + Pricing for our full-time property management packages
- + Our super, strong and exclusive service guarantees that owners love

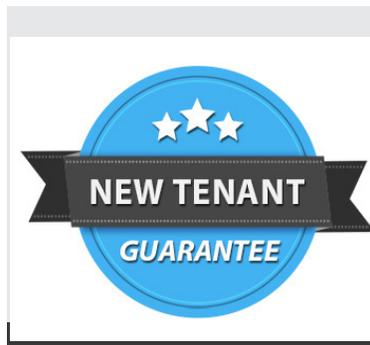
Great Service. Guaranteed.

Carvalho Property Management sets high expectations for our team and demands that our staff provide you and your tenants with prompt and satisfying service. If you ever have a question or concern you can contact any of us including the owners, Kristin and Mark Carvalho, at any time. If after talking to us you are still not 100% satisfied with our service, CPM offers you all of the guarantees below. **You won't find another property management company who will offer you the same super, strong guarantees that we do!**



Easy-to-Switch Guarantee

If for any reason you are not **completely happy** with our management services and you want to leave Carvalho Property Management, you can cancel your management agreement without penalty at any time. No asterisks. No fine print. No hoops to jump through.



Re-Leasing Fee Guarantee

If the tenants we place in your property do not complete the first 120 Days (4 Months) of their lease agreement, we will re-rent the property for free. At Carvalho Property Management, you will never pay a leasing fee for a tenant that doesn't last at least 120 days on a 12 month lease.



100% Happiness Guarantee

If for any reason, at any time, you are not 100% happy with our property management service, we will refund you that one month's management fee. All we ask is that you give us a chance to address your concerns and resolve any issues promptly and to your satisfaction.

» *We've all been there. You reach out to your property manager with a question or concern via a phone call or email, and into a black hole it goes. You're left feeling frustrated and stressed that nobody gets back to you, sometimes for weeks. **Our company standard is to return all calls within 1 business day. We'll never leave you hanging.***

Full-Time Property Management

At Carvalho Property Management (CPM), we believe in offering management services that match your requirements. That's why we offer a choice of 3 different "full-time" management packages:

LEASE UP ONLY <i>Manage It Yourself</i>	FULL SERVICE <i>Management</i>	HOME WATCHER <i>Inspect to Protect</i>
Marketing Set-Up: \$250	Account Set-Up: \$150	Account Set-Up: \$150
Leasing Compensation: 8% of Gross Lease Rental Income	Leasing Compensation: 5% of Gross Lease Rental Income	Monthly Inspection Fee: \$75 Flat Fee/Month
	Monthly Management Fee: 10% of Monthly Rent	

<i>Service Description</i>	<i>Full Service</i>	<i>Lease Only</i>	<i>Home Watch</i>
Maximum exposure marketing plan	✓	✓	
Superior tenant screening and risk mitigation	✓	✓	
Comparative rental analysis for maximum rent	✓	✓	by request
Condition inspection reports with photos	✓	move in only	✓
Maintenance and repair services	✓	✓	✓
Accounting services	✓	✓	✓
Rent collection and disbursements	✓	by request	

Property Management: Full Service Plan



We handle all phases of management for owners. We give you “Peace of Mind” service, and will never leave you hanging. *We return all calls and emails within 1 (one) business day.* Our philosophy is to manage risk first, protect owner assets, and minimize owner stress.

Professional Marketing

- + Professionally written direct response description
- + High resolution DSLR pictures
- + HD video walk through tour
- + Custom Craigslist rental ad
- + AZ MLS listing for agent represented tenants
- + Rental syndication to top 50 online rental portals
- + Exceptional signage and lead follow up systems
- + Lockbox or in-person showing appointments

Tenant Screening & Leasing

- + Comprehensive credit and criminal history checks
- + Both occupancy and employment reference checks
- + Income verification & employment history checks
- + Online applications and leases for tenants
- + Leasing agents are licensed by the State of Arizona
- + Online rent collections and owner disbursements
- + Late payment collections and eviction services
- + Move in, move out, and make ready services

Maintenance & Accounting

- + 24/7 coverage for tenant maintenance issues
- + Complete vendor network with lowest rates
- + Periodic inspections and recommendations
- + Online owner portals with full accounting reports
- + Direct deposit of rents to owner accounts
- + State-of-the-art accounting systems and software
- + Profitability reports and ROI analysis for owners

FULL SERVICE Management
Account Set-Up: \$150
Leasing Compensation: 5% of Gross Lease Rental Income
Monthly Management Fee: 10% of Monthly Rent

Our Guarantees

- + Cancel Anytime Guarantee
- + 100% Happiness Guarantee
- + 120 Day New Tenant Guarantee
- + Calls Returned Within 1 Business Day

** see page 3 for guarantee descriptions*

Property Management: Lease Only Plan



Sometimes it makes sense to do it yourself. For owners that have the management chops, systems, processes, and follow through to handle managing tenants and maintenance, we offer this marketing and leasing only plan. *We'll create and deliver marketing materials that show your property in its best light, then screen and qualify potential tenants until we find a quality tenant that we help you sign a lease with!*

Professional Marketing

- + High resolution DSLR photographs
- + Full HD video walk through tour of premises
- + Custom Craigslist Available Rental ad
- + AZ MLS listing for agent represented tenants
- + Professionally written, direct response description
- + Rental syndication to top 50 online rental portals
- + Exceptional signage and lead follow up systems
- + Lockbox or in-person showing appointments

Tenant Screening & Leasing

- + Comprehensive credit and criminal history checks
- + Both occupancy and employment reference checks
- + Income verification & employment history checks
- + Online applications and leases for tenants
- + Leasing agents are licensed by the State of Arizona
- + Online rent collections and owner disbursements
- + Move in, move out, and make ready services

Our Guarantees

- + 90 Day Re-Lease Guarantee
- + Calls Returned Within 1 Business Day

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LEASE ONLY
Manage It Yourself

Marketing Set-Up: \$250

Leasing Compensation:
8% of Gross Lease
Rental Income



Property Management: Home Watcher Plan



This plan is for owners who don't intend to rent their vacation home, or rent their property infrequently, but want a licensed and insured property manager, as required by State of Arizona law to inspect, care for, and report on their property each month.

Why Us?

- + Licensed real estate professionals by State of AZ
- + Licensed property management company by AZ
- + Fully insured and legal home watching services
- + Prevent liability issues with unlicensed persons
- + One-stops-shop for all real estate needs.
- + Property management, marketing, sales, leasing
- + Exceptional follow up & communication systems

Services

- + Licensed property managers reduce liability
- + Visual inspections of interior/exterior
- + Property condition reports with pictures
- + Visual review of pool and landscaping
- + Flush toilets, run faucets, check appliances
- + Door and window security checks
- + Collect flyers, newspapers, solicitation notices
- + Sweep driveways, patios, garage doors or debris
- + Remove cobwebs from doors and corners

Our Guarantees

- + Cancel Anytime Guarantee
- + 100% Happiness Guarantee
- + Calls Returned Within 1 Business Day

Marketing Services (add-on > request pricing)

- + HomeAway.com and VRBO packages
- + Craigslist marketing
- + Arizona MLS listing for rentals
- + Syndication to Top 50 rental sites Zillow, Trulia...

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HOME WATCHER *Inspect to Protect*

Account Set-Up: \$150

Monthly Inspection Fee:
\$75 Flat Fee/Month

A La Carte Services (\$29/hour)

- + Start/move/sell vehicles
- + Change air filters
- + Water plants (interior/porch)
- + After storm inspections
- + Groceries/errands (arrive/depart)
- + Laundry (onsite or dry clean)
- + Furnishing (delivery/sale/removal)
- + Coordination & supervisory services
 - cleaning
 - carpet cleaning
 - landscaping
 - power washing
 - pool maintenance
 - pest control
 - painting
 - windows/washing
 - repair/maintenance work
 - handyman tasks
 - rehab/renovation work
 - any "point of contact" service