



## Property Owners Overview

### Information & Services

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### Our Mission:

To provide exceptional customer service to every property Owner and ensure that every property is performing at the highest level possible.

Bolt Property Management (Bolt) in many ways is similar to other property management companies. What differentiates Bolt from the others, however, is the energy it puts into maximizing Owner and Tenant satisfaction. Bolt believes that it is this high degree of focus on satisfaction that ensures managed property performs at the highest most profitable level possible. Happy Tenants don't move, and by minimizing the turn-over of Tenants the cost of managing the property is reduced, maximizing the bottom line for Bolt's Owners. Below is a brief overview of many of the services available through Bolt to property Owners, which together provide full turnkey management targeted at maximizing property returns.

➤ **Types of Properties Managed**

- Single Family Homes
- Condos
- Townhomes
- Multifamily
- Apartment Building

➤ **Staff**

- Bolt's staff is expert and highly experienced, with over 50 accumulated years of experience managing a wide variety of rental property, while specializing in residential real estate.
- In-House Staff Designations includes, but not limited to:
  - Georgia Licensed Real Estate Broker & Agents
  - Georgia Licensed Professional Engineer
  - Georgia Licensed Attorney
  - Georgia License Registered Neutral

➤ **Accountability**

- Each Owner is assigned to a Property Manager that provides a single point of contact to Bolt. This approach simplifies all communications between Bolt and its clients, eliminating the confusion that often occurs with larger management firms that compartmentalize each aspect of the management process.
- Bolt is licensed, insured & bonded.

➤ **Accessibility/Easy Communication**

- Bolt prides itself on responsive and rapid communications with Owners and Tenants. Through effective communication and follow through, Bolt earns and maintains the trust of each Owner and the confidence of each Tenant.
- Bolt Managers are available to both Owners and Tenants for emergency service around the clock, every day of the year, via phone and email.

➤ **Management Style**

- Bolt employs a highly involved management style to insure long term, consistent returns on each property.
- Managers are encouraged to spend as much time in the field as they do in the office, keeping an eye on their Owners' investments.
- This through and well-rounded engagement with the properties and Tenants ensure Bolt Managers are in position to firmly enforce Tenant leases, including their rules, policies and responsibility for maintaining their property.
- Owners are also provided monthly updates on their properties, including financial statements, rental distributions and other particulars relative to their property.
- Bolt also acts swiftly in the event Tenants default on their lease obligations to rectify or resolve the lapse.

➤ **We only make money if Owners make money**

- Bolt only collects a fee if your property is leased up and cash flowing
- Your Success = Bolts Success

➤ **Highly Competitive Rates**

- Leasing Fee: 100% of the first month's rent
- Management Fee: \$100/month
- Lease Renewal Fee: \$250
- No mark-up on contracted services
- No hidden fees

➤ **Lease Guarantee**

- In the event a tenant has been placed by Bolt and defaults within the first 6 months of the initial lease term, Bolt will place a new tenant with no leasing fee.
- If Bolt has placed a tenant that defaults within months 7-12 of the initial lease term, Bolt will place a new tenant at 50% of the original leasing fee.

➤ **Management Guarantee**

- Owner satisfaction is Bolt's highest priority.
- Bolt will release Owners from its Management Contract within 30 days for any reason or no reason.
- There are no fees associated with the termination of a Bolt Management Contract.

➤ **Leasing, Marketing & Advertising**

- Bolt markets its Owners' properties on all major real estate websites for maximum exposure.
- Bolt markets its Owner's properties on First Multiple Listing Service (FMLS), a realtor database.
- Bolt also uses yard signs to capture drive-by perspective Tenants interested in living in that specific community.
- Each yard sign is equipped with a box that is filled with flyers, specific to each rental describing the details, amenities, and rent of the property.
- Bolt, at its own expense, also incentivizes an extensive network of real estate agents and brokers to bring qualified Tenants to lease your property.

➤ **Showing Properties**

- Bolt Managers are available and flexible to show properties at the convenience of perspective and existing Tenants, even after normal working hours or on weekends.

➤ **Qualifying Tenants**

- Responsible, qualified Tenants are vital to the long-term success of any rental property. Bolt thoroughly screens perspective Tenants, prior to signing leases to minimize problems.
- Typical screening includes:
  - ID verification
  - Employment verification
  - Income verification
  - Rental history verification
  - Background check (criminal & civil)
  - Credit check
  - Eviction history
  - Bankruptcy history

➤ **Lease Negotiation & Execution**

- Owners can take comfort in knowing that Bolt is fully responsible for the negotiation and the execution of strong balanced leases.
- While Owner involvement is welcome, the level of involvement is defined by the Owners, not Bolt.
- Owners may:
  - Define leasing guidelines for Bolt to follow or
  - Empower Bolt to handle the details of each lease, insulating the Owners from the process
- Bolt strives to establish firm but fair leases with Tenants, designed to:
  - Protect Owners and their investment
  - Ensure returns for Owners are maximized
  - Minimize the turnover of Tenants with an aim at minimizing the cost of maintaining the property

➤ **Tenant Relations**

- Bolt maintains the primary, if not the only, interface with Tenants.
- This provides Owners:
  - Insulation from the Tenants renting
  - Privacy from Tenants, as they will rarely know the identity of Owner or how to reach them
- Bolt works very hard to develop and maintain happy and satisfied Tenants at the same time protecting the interest of Owners.
- Bolt pursues positive and friendly relations with all Tenants, which is a corner stone to Bolt's management style and can be credited with Bolt's management success.

➤ **Lease Enforcement**

- Bolt's approach to enforcing lease terms starts with diligent attention to placing qualified, strong Tenants – this is 90% of the task.
- Serious Tenant lease breaches are initially and typically handled by Bolt's in-house attorney, often at no extra charge to Owners.
- Tenants' who fail to pay rent on time must be dealt with decisively and rapidly:
  - No partial payment of rent is accepted – this preserves the Owner's legal options.
  - A *Three Day Notice* (a legally required notice to Tenants to pay up or move) is quickly delivered to delinquent Tenants
  - Bolt will immediately file a dispossessory in Tenant Landlord Court if the *Three Day Notice* fails to achieve the desired compliance to the lease.
  - Bolt and/or its attorneys will complete the Eviction if the Lease Breach still remains unresolved.

➤ **Maintenance**

- Bolt Managers coordinate and oversee all maintenance activity
- When possible, if saving can be realized, Bolt will handle small maintenance issues with in-house personnel.
- For more involved maintenance or renovation requirements Bolt utilizes an extensive network of skilled, trusted, licensed and insured independent contractors.
- Bolt pursues multiple quotes prior to awarding contracts on major repair or renovation work to insure that Owners get the best value for the required tasks.

➤ **Accounting**

- Bolt handles all day-to-day bookkeeping tasks associated with each property.
- Bolt pays all applicable bills, including those for maintenance expenses and capital expenses.
- Bolt collects the monthly rent
- Bolt makes all disbursements of income, which can be done automatically and electronically into the account of choice from each Owner.
- All disbursements come with a detailed monthly statement/report for all the accounting relating to your property.
- Bolt eliminates an Owners responsibility to file 1099 Tax documents for each Contractor hired though Bolt.
- Bolt provides at the end of each fiscal year accurate and thorough accounting records for each Owners' use in tax preparation.

➤ **Regular Inspections**

- Vacant properties are regularly inspected, both internally and externally, to insure that the property remains safe and maintained during this period or a minimum of once a week.
- Occupied properties are also inspected externally on a regular basis to insure that the current Tenants are maintaining the yard and building according to the Lease requirements.
- Extensive interior and exterior inspections are completed of each property prior to any lease renewals to establish the full condition of the property. This provides a necessary opportunity for Bolt to determine if a renewal should be offered, if major repairs are warranted or if Tenant lease enforcement is needed.
- Reports of these inspections are provided to Owners as necessary or upon request.

➤ **End of Lease Analysis & Review**

- Bolt Managers meet with Owners prior to each lease's expiration to discuss:
  - Review the lease's overall performance
  - Discuss the possibility of renewal
  - Analyze market conditions and potential future rent
  - Releasing strategies
  - Required or desired renovations
- Bolt will contact current Tenants sixty days prior to the lease expiration to determine the Tenant's interest and ability to renew the lease.
- In the event a Tenant or Owner declines to renew a lease Bolt will immediately launch marketing efforts to secure a new Tenant, even while the current Tenant still inhabits the property.

➤ **Consulting**

- Bolt can provide professional advice, at no charge, on:
  - Valuing property
  - Selling property
  - Finding new investment properties
  - Purchasing new property
  - Updating and enhancing properties to improve their value and income