

ARP MANAGEMENT GUIDE

From the closing to long-term management, Spartan and ARP are with you every step of the way.

Property management is about a lot more than collecting rent. Providing our clients with consistent, reliable returns starts with a stellar investment product.



Property Analysis

We view 300+ properties per week and only buy the best 1%.



Renovation

Our in-house team makes sure every property is at its best.



Investor Purchase

We help you find the rental that will help you meet your financial goals.



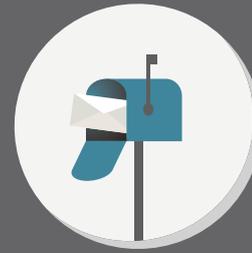
Leasing

We rigorously screen applicants to find responsible, long-term tenants.



Property Management

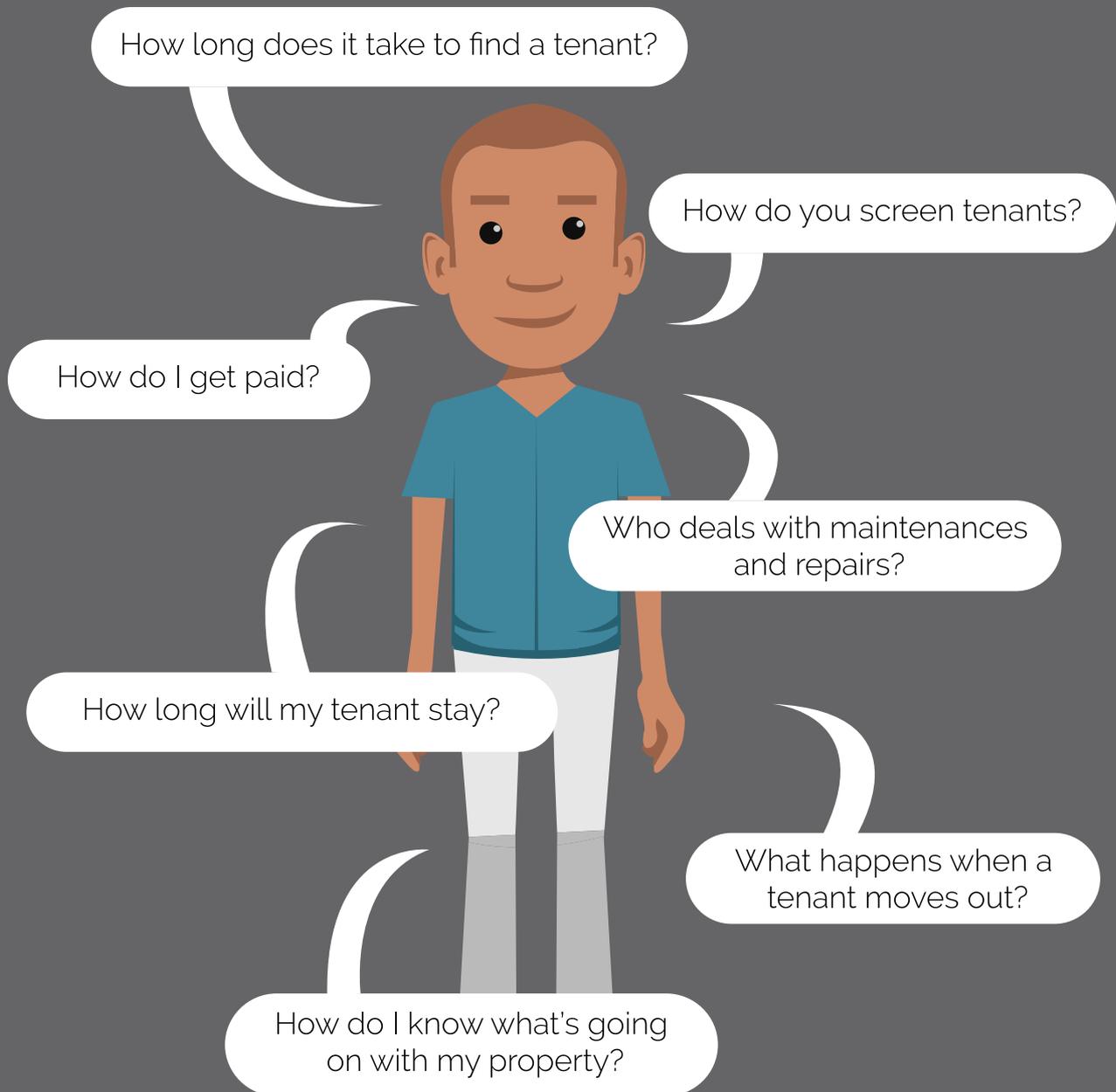
We take care of your investment long-term.



Investor Reporting

It's your investment, so we make sure you're always updated.

We know that most folks have some questions about what the property management service entails, so we created this document to give you some answers and outline the process from start to finish.





Placing a Tenant

Tenant Screening



Your tenants are a huge part of what makes your investment a success, so we take tenant screening seriously and always check the following:

- Hard credit check
- Criminal background history
- Employment and previous rental references

The average amount of time it takes to lease a newly renovated property is 42 days, but many properties are leased even before closing!

Leasing Services



We want you to see rental income hitting your account as soon as possible, so our Leasing Team works hard to place reliable tenants quickly. Leasing services include:

- Leasing staff available to show your property 7 days a week.
- Professional interior and exterior photos and drone videos for marketing
- Publishing on up to 30+ websites
- Social media and other paid advertising, like billboards and radio ads
- Running rent specials when leasing activity is slower, like in the winter during the holidays



Lease Terms

Keeping good tenants long-term can help keep your expenses down and your returns up, so we work hard to keep reliable tenants happy and in-place.

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- Minimum 2-year lease term
 - Tenant review at lease expiry to determine if renewal should be offered
 - Market analysis to determine potential rent increase
 - Negotiation with current tenant if renewal offered
 - Handling all leasing and non-renewal documents
 - Regular communication with you, the investor, so you always know where you stand



Long-Term Management

Placing a great tenant is the first step towards creating consistent cash flow. From collecting rent to fielding tenant calls, ARP takes care of everything.

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- Rent collection
 - Collection and reimbursement of deposits, when applicable
 - Payment of invoices on your behalf
 - Tenant communication
 - Handling of tenant issues
 - Maintenance call-outs
 - Collection services, if necessary



Maintenance

Lower maintenance costs are one of the benefits of buying a newly renovated turnkey property, and we aim to keep them as low as possible.



Our maintenance call center is staffed 24/7, so your property is always taken care of.



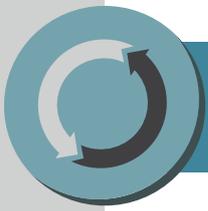
Emergency issues are handled immediately to prevent additional damage.



Invoices under \$500 are paid on your behalf, so repairs don't need to wait.

We never defer maintenance. Any maintenance call-outs we receive are handled within 24 hours, which keeps little issues from turning into big problems.

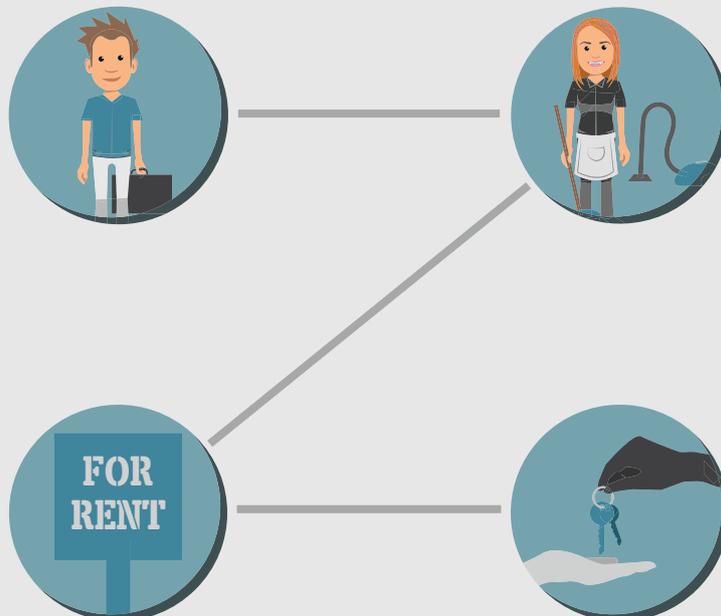
If there are no maintenance call-outs for your property within a 12-month period, we'll schedule an annual inspection to make sure everything is as it should be.

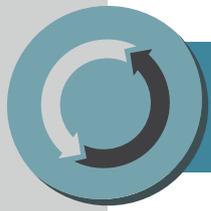


Turnover

While we do our best to keep good tenants long-term, sometimes vacancy happens.

When there is tenant turnover, our Leasing Team gets to work marketing your property right away, while our Move Out Team takes care of any necessary maintenance, repairs, or cosmetic touch-ups.





Turnover

ARP handles everything during the turnover process to make sure the transition is as smooth as possible.



Making sure the property stays safe



Handling documents and key turn-in



Paying out deposits when necessary



Switching utilities accounts



Getting Paid

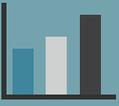
We know the most important aspect of your investment is the return, the bottom line, the cash flow - so we make it easy to keep tabs on what matters most.



Rent payments are deposited directly to your bank account via ACH transfer.



Prompt notification of any maintenance charges or other expenses.



Investor Reporting

It's important to us that you always feel confident in your investment, which means keeping you up-to-date on every aspect of your rental's performance.



Your dedicated Client Services Manager will call you each and every month to check in and answer any questions.



Our online Client Portal gives you 24/7 access to your property's payment history, maintenance expenses, and documents.



Reach out to your CSM at any time via phone or email, or by submitting a message through the Client Portal.

Have tax questions?
From reporting requirements to deductions, we've got answers.





Fees

Turnkey investing is built to be simple, so we think our fee structure should be simple, too. You won't find a bunch of hidden costs or sneaky markups - just two straightforward fees.

Monthly Management Fee



We charge a flat 9% management fee. This applies to your gross rents, so if your property rents for \$1,000 per month, you'll pay just \$90 to us to manage it for you.

Leasing Fee



New Lease

Our fee for placing new tenants is one-month's rent.



Lease Renewal

If your current tenant renews their Lease for another two-year term, the fee is just \$500, regardless of how high your rent rate is.



THE ARP PROMISE

When you invest with us, we invest in you.

We understand the time and effort you've put into selecting your real estate investment and we strive everyday to make sure that work pays off. While there may be things we simply can't control, we will do whatever we can, whenever we can, to ensure a smooth investment process and reliable returns.

We've built a company focused on partnership, so our dedication to you and your investment doesn't end at the closing table. From property selection to long-term management, Alabama Rental Property and the entire Spartan team are with you every step of the way.