

WHAT YOU CAN EXPECT

COMMUNICATION:

Business Hours Monday – Friday, 9:00 am – 4:00 pm
Electronic documents and signatures through Dotloop
Written correspondence through Appfolio via text messaging and emails

It if isn't in writing It didn't happen!!!

Please expect, we will address your communication within 48 hours from receipt during our normal business hours.

Multiple Owners Require Main Point of Contact: When there are multiple owners, one owner must be assigned as the main point of contact for communication purposes. All owners will receive important notifications from 3G but will communicate directly to 3G through their designated main point of contact

WE WEAR SEVERAL HATS Understanding the main components of managing for Landlords and our role as Property Managers.

Code Compliance and Make Ready:

- We will make an initial and written inspection to complete the items necessary for various city and Texas Property Code compliance. Each city has different rental permits and registrations that we will handle for you. Homeowner Associations also have different requirements. We will contact the necessary HOAs for their rules and regulations. We may need your personal information and signatures as required by the city and HOA if applicable, so your cooperation is expected.

Marketing Your Rental, Tenant Screening and Placement:

- Throughout the lifetime of your rental property, it's likely you'll have to find new tenants more than once. While finding quality residents are one of the keys to a successful rental property, there are several factors and steps that must first be carefully considered.
- Marketing and Listing the Rental. Our marketing expert will procure professional real estate photography for your house as well as inputting your house into the MLS, our software system - Appfolio, our showing services Showing Time and Tenant Turner as well as our website, and over 300 other websites.

Showing your Rental:

- We use a self-showing service for vacant only properties. This service allows more potential residents to view your vacant rental at their convenience and discretion. We strongly feel it is in the property owner's best interest to show the property once vacant. Why you ask? Current tenants don't generally clean and present a home in show quality.



Your Property Management Partner

COMMITTED TO WEALTH BUILDING FOR FUTURE GENERATIONS



Processing, Reviewing, Accepting or Rejecting applications:

- Our policy is to screen and process tenant applications in the order that we receive them. We maintain the highest standards and remain compliant with all fair housing laws & ADA. Our screening software checks credit, criminal & eviction history to find and maintain great renters that pay rent on time and present minimal risk to your properties. Each screening includes an online application and documentation from every applicant 18 years or older.
- FICO credit score, credit and rental history, and public records from Experian, the leading national credit bureau, are provided on each applicant. A nationwide eviction search, pulling data from thousands of national, state, and county court records including those without a judgment (where permitted) are done on every applicant. Also a nationwide criminal search, including Megan's Law, registered sex offender check and OFAC terrorist watch list are part of the screening process. This comprehensive data informs better decision-making, will identify potential "red flags" and reduce any risks associated with potential tenants.

Maintenance

- Maintenance Coordination, Inspections and Response Needed. Per your Property Management Agreement, we will handle written maintenance requests submitted by a resident through their portal. We also perform a routine inspection of your rental when we replace AC filters and check smoke detectors. If we need approval from you, we will typically notify you through written correspondence. If we have an emergency, we will handle the situation first and may contact you by phone if necessary. We will follow up in writing to confirm any verbal discussions.

Lease Renewals:

- We will analyze the market and prepare a current Comparative Market Analysis (CMA) for our property owners before the current lease expires. We typically review the market within 60 days of the current lease expiration and will share the CMA and our professional pricing opinion with you. Recommendations for renewal will be based on tenant behavior. The current tenants will be notified of any new lease terms and the new documents will be prepared.
- Our goal is to retain great residents that help preserve your wealth for future generations!

YOUR ROLE AS A PROPERTY OWNER

For owners that want a "hands off" experience, you entrust us to care and maintain your property as if it were our own. Your goal for hiring 3G Properties Group is to preserve or increase your asset's value under our supervision and operation. You can rely on us to be your eyes and ears.

Sit back, relax and have the hands-free life you deserve

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