



Total Property Management

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SINCE 1976

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WEB SITE ADDRESS: www.totalproperty.net

Dear Property Owner,

Thank you for your inquiry into our Property Management Service. TPM INC. has been in the business of managing rental properties since 1976. We have concentrated our efforts in the area of residential housing, BYU student housing units, condominiums, and all types of family housing, from single family homes to large complexes. We also provide complete Management services to Condominium Homeowners Associations.

Our basic management packet includes the following:

1. We'll do a very detailed walk through inspection of each unit, update furniture inventory, make a priority list of deferred maintenance needs, as well as a recommendation for upgrades and/or possible replacement items for the coming year. This is written up and forms an information base line from which we work with you and also check back for damages caused by future tenants.
2. We also evaluate with you your rent rates and lease addendum or house rules.
3. We place ads, (owner pays for ads), show the unit to prospective tenants as the need arises, screen prospects to be sure they have good rental histories and/or are BYU students. Screening for non-BYU student housing includes verification of rental histories, personal reference, income verification, and a credit check.
4. For student rentals, we conduct semester end cleaning and check out inspections and go through a detailed check in procedure in May and September. We make at least two additional inspections in November and February. Family Housing has regular three or four/year walk-through inspections.
5. Collect rents and deposits and other tenant fees, then deposit these monies into a Property Management Trust Account outlined in the Management Contract.
6. Using funds collected, we can pay authorized bills, mortgages, capital withdrawals and condo fees as well as management fees and approved maintenance expenditures. A monthly report is sent to you accounting for all monies received and disbursed, with invoices for all disbursements attached. We also send year end statements and your IRS 1099 form. Monthly reports are mailed by the 5th of the following month.

MAINTENANCE

Non-emergency maintenance and any type of purchase over the pre-arranged ceiling, usually \$200.00 per visit, are made only after consulting with the owner. TPM Inc. follows the Utah Housing guidelines for what determines an emergency maintenance situation. Most owners allow minor and routine repairs without consultation, but have us contact them if anything significant needs to be done. We have an excellent in-house maintenance service, including:

- 24-hour emergency availability
- Painting
- Cleaning personnel
- Yard care
- Sprinkler system repair
- Nearly all types of routine maintenance

Our maintenance Supervisor, Gary Johnson, has been with us since 1982. Rates vary from \$30.00 per hour to \$45.00 per hour.

MISCELLANEOUS INFORMATION

We are currently charging a 8%-10% management fee for new small accounts. Management fees on large properties vary depending on the specific management services provided. The only additional costs are a \$50.00 new account set-up fee, a \$25.00 processing fee for new family tenants and \$20.00 processing fee for new single tenants.

TPM INC., Total Property Management, was incorporated in 1976. We currently have 6 full time and 1 part time Property Managers. Two have been here since 1976, and the others for an average of 7 years.

We have a policy in the Single Student Housing of not selling Fall/Winter leases until Spring/Summer are rented. Our occupancy rates are consistently much better than market averages.

TPM INC. is properly licensed with Provo City, and the Utah State Division of Real Estate, as well as being a member of the Utah County Board of Realtors. David Sanchez is the Principle Broker and owner of the company.

If you are considering buying or selling your property, TPM INC. is a licensed Real Estate Brokerage with Paul Sanchez as the specific licensed sales agent and Associate Broker who can help you.

We would appreciate the opportunity to be of service to you and your Real Estate Investments.

References are available upon request.

Sincerely,

David Sanchez
TPM INC.