



# OWNER MANUAL

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**Beyond The Lease Realty, LLC**  
**Owner’s Manual**  
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# WELCOME

## Thank you for choosing Beyond The Lease Realty, LLC

Thank you for choosing Beyond The Lease Realty, LLC (BTL) to manage your investment. We know that you have many choices and we appreciate that you have selected us as your property management company.

We have prepared this owner manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. Please feel free to contact us should you have any questions.

Please note that the information provided in the BTL Owner Manual is subject to change. Landlord/tenant laws, personnel, policies, and procedures change from time to time. BTL works diligently and continually to improve services and personnel training and remain current with all landlord/tenant legislation. BTL is fully licensed, insured and we carry error and omission insurance, as well as general liability insurance. We also operate in accordance with the federal and state laws as well as the Fair Housing Act. We do not discriminate on the basis of race, creed, religion, age, sex, sexual orientation, familial status, disability, national origin or any other protected class.

## OVERVIEW OF SERVICES AND FEES

### Management Fees

- Tenant procurement fee: One month's rent
- Ongoing monthly management fee: 8% of the rent (minimum \$100.00)
- Renewal fee: ½ month's rent – when tenant remains longer than 12 months, we charge ½ a months rent as a renewal fee after the completion of the initial lease term. We make every effort to keep tenants happy so that they renew. This reduces the costs related to tenant turnover, such as vacancies, marketing and maintenance.
- New property intake fee: \$150

### Owner Payments and Statements

- Rents are collected via direct deposit/Automated Clearing House (ACH) on the Third day of the month. Owners are paid by direct deposit/ACH.
- Each owner has a secure folder on our website which includes video inspections of the property and downloadable copies of the management agreement, the lease, paid invoices, and monthly and annual financial reports.
- Owner funds are disbursed on the 10th and 25th of each month, or the next business day thereafter.
- Owners receive a 1099 form at year-end for tax preparation.

### Tenant Screening

- Income verification
- Rental history
- Prior evictions
- Credit history
- Criminal background

## State-of-the-Art Internet Marketing

- Properties are featured on our website with a minimum of 12 photos, a detailed description and driving directions.
- Properties are listed in the local board of Realtor's Multiple Listing Service (MLS).
- Properties are marketed on a variety of the most popular and effective free and paid websites.
- Rental applications are taken online.
- Application fees, first month's rent and security deposits are paid online.
- Nearly all our leases are executed via electronic signature.
- Using the Internet, we are able to lease properties sight-unseen to tenants from out of the area.

## Maintenance

- We contract with a variety of vendors that can handle most any repair.
- We monitor an emergency maintenance hotline 24/7.

## Rent Collection and Evictions

- We insist on timely rent payment from tenants.
- We act promptly when rent is not paid.
- When necessary, we handle the entire eviction process.

## Frequently asked questions

Why do we charge a \$150 intake fee and what is included in it?

A great deal of work is required to take on a new property. We do a thorough inspection of the property to ensure it is habitable with all systems in proper working condition. We give you a bid to complete necessary work, if any. We perform two detailed photo/video shoots. The first one is to document the condition of the property upon intake and the second one is for tenant marketing purposes. Additionally, several hours worth of administrative staff time is required to collect and process owner documents and upload in to our data and accounting systems. Your "deliverables" for this fee are our property inspection report, our bid for repairs required (if any), the videos mentioned above, and the knowledge that your property is thoroughly documented in our systems for error-free management for years to come.

Why do we keep a \$400 repair escrow?

When a tenant reports a maintenance issue, we need to be able to respond to it promptly. If a property is well-maintained, we find that most routine, "break-fix" repairs can be completed for \$400 or less. If a repair will cost over \$400, we consider it a major repair and get your approval (and additional funds) before we complete the work. Repairs of \$400 or less we just take care of without bothering you about them. After the repairs are completed, you are notified via email, which will include a receipt for repairs performed.

What is included in the monthly management fee?

For your monthly management fee of 8% (\$95 minimum), BTL will do all of the following:

- Collect the rent
- Disburse owner funds to you when due
- Keep accurate records for your property that are available 24/7 through our website
- Be the sole point of contact for the tenant about the property

- Be available 24 x 7 to handle emergency repairs at the property.
- Deal with the situation if the tenant doesn't pay the rent, all the way through the eviction process, if necessary.
- Correspondence with the tenant regarding notices of violation or other problems.

## ACCOUNTING

When a new management agreement is established, BTL creates an account for you and your property. BTL recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by BTL is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the Texas Real Estate Commission.

### Money flow during the lease cycle

The first month's rent is paid out to BTL as a tenant procurement fee. For the remainder of the lease, BTL receives 8% (or \$100 minimum) of the rent as a monthly management fee and the owner receives the balance of 92% of the rent, less any expenses BTL has paid on the owner's behalf, usually for repairs. Late fees, if any, are split 50/50 between BTL and the property owner.

### Banking

BTL holds your account in a trust fund as mandated by the state of Texas. This account is interest bearing as allowed by the state of Texas. BTL accounts for each owner's funds separately in the trust account and does not commingle funds with broker monies, following the Texas Real Estate Commission requirements.

### Disbursement of monthly funds

BTL disburses available funds to owners on the 10<sup>th</sup> and 25<sup>th</sup> of each month. If these dates fall on a weekend or bank holiday, BTL issues funds on the next business day. If rent is received too late for owner funds to be disbursed on the 10<sup>th</sup>, the owner payment will be made on the 25<sup>th</sup>. Out of cycle owner disbursements are made on request for a \$10 fee.

BTL distributes owner funds by Automated Clearing House (ACH) direct deposit. Payments by ACH take two to three business days to post in our owners' bank accounts.

### Accounting software

BTL uses a state-of-the-art cloud-based accounting system called AppFolio for owner accounts. This provides us with a feature-rich package for tracking all owner and tenant ledgers, work orders, and web-based marketing for properties.

### Monthly statements

Between the 10<sup>th</sup> and 15<sup>th</sup> day of each month BTL will upload monthly reports and paid invoices, if any, to each owner's secure account on our website. You will be notified of your user ID and password by email when your account is created. If you have difficulty accessing your account or reading your monthly statement, please contact us. We are happy to assist you and answer your questions.

### End of year procedures

At the end of each year, BTL is required to file 1099s for owner clients who receive income over \$600. Please note that this amount is for total income received, and not the yearly total of owner disbursements. The Internal Revenue Service dictates the total income received requirement.

Security deposits are not included in this amount.

You will need to supply BTL with your tax ID number (Social Security Number or EIN) so we can issue you a 1099; we include a W9 form with your management agreement for this purpose. BTL will send you the 1099 by January 31 for the previous tax year. If there is a change in your tax information such as a changed address or a change in the entity that holds title to the property, please notify us with the Owner Change of Information form.

BTL also issues 1099s for disbursements to vendors for payments over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the BTL trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

BTL prepares a final year-end statement which reflects total amounts for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners may submit their BTL final year-end statement to their tax preparer along with other information for income tax reporting. BTL does not issue statements to the owner's tax preparers other than our 1099 and our final year-end statement.

## GETTING STARTED

### Initial site visit

A BTL property manager must visit your property before we can price it or agree to manage it. The site visit must include interior access.

### Proposal

Immediately following the initial site visit, BTL will prepare a proposal consisting of a market survey of rents for comparable properties in the area, a management agreement, and various property intake forms. We will deliver these documents to you by email attachment.

### Before we can get started

We must receive three things to begin the management engagement:

- A signed management agreement with intake documents completely filled out.
- A key to the property.
- Proof of insurance. Must be a landlord policy and name BTL as additional insured. BTL requires a minimum coverage of \$500,000 for single family residence and \$300,000 for condominiums.
- A new property intake fee of \$150, plus the repair escrow of \$400. If it is not convenient to fund the entire escrow amount, you may pay ½ now, and the other ½ when a tenant is secured for your property, prior to lease execution.

### Property Inspection Report

When we have received the management agreement, keys and intake fee, we will inspect the property. BTL does this to ensure that we can accept the risk of placing a tenant in the property and that the property is ready to market. We are not licensed home inspectors, we are only taking a visual look at the property to ensure it is rentable, habitable and in compliance with local and state property codes. When we survey the property we will:

- Verify that all outlets are working
- Verify that all light fixtures work and have light bulbs
- Verify that all appliances work

- Verify that the furnace and air conditioner work
- Verify that all plumbing fixtures work
- Verify that windows are operable and lockable
- Verify that all utilities are turned on
- Look for obvious structural defects
- Verify that all external door locks are in proper working order and that they may be operated by a single key
- Verify proper placement and operation of smoke detectors and install new batteries
- Verify that the property is in white glove showing condition inside and out
- Verify that the property meets BTL requirements for move-in condition

After the property survey, BTL will send you a report of our findings. Sometimes the property is ready to market and needs no work at all. If work is needed, we will send you a list of repairs along with our bid to complete the work. You may choose to have BTL complete the work or you may complete the work yourself. BTL policy is that you may repair the property yourself or with your own vendors while a property is vacant but that we must use our own vendors when the property is tenant-occupied.

### BTL requirements for keys and remotes

The tenant's reasonable expectation is to enjoy everything they are entitled to in the lease from the first day of their tenancy. BTL requires that one full set of keys, fobs, remotes, clickers, and any other devices require to enter the property and related amenities (such as the mailbox, pool, parking garage, exercise facility, etc.) be provided at owner expense for each tenant named on the lease, plus one complete copy for RPG's key safe. If two tenants are named on the lease, this means that RPG needs three complete sets of keys, remotes, fobs, or gate clickers. These items must be provided prior to your property being marketed.

### The property is marketed

After the property is deemed safe and ready for tenant occupancy, we will begin our extensive online marketing campaign (as described above) and place signs in the yard along with a lockbox on the door.

## OWNER DOCUMENTS

It is important that BTL receive all critical information prior to beginning our management.

- **Management Agreement** - Under Texas law we cannot manage your property unless authorized by you to do so in a management agreement.
- **Owner Information & Property Intake Form** – This enables us to set up your account.
- **Electronic Banking Authorization** – This enable us to send funds directly to your account.
- **W9** – This is required in order to send you a 1099 for preparation of your taxes.
- **Insurance Authorization** - This form requests that your insurer issue a copy of your property insurance to BTL and name BTL as additional insured on your policy. BTL will verify you're your policy is a landlord policy rather than an owner occupied and that your policy coverage is at least \$500,000 for single residences and \$300,000 for condominiums. Please send this request form directly to your insurance company.
- **Owner Work Order Authorization** – For larger projects, this form allows us to do work on your property.
- **Owner Vacation Notice** – This form is for notifying BTL when you will be unavailable by phone or email for more than 48 hours. This will allow us to be prepared in case of emergency.

## OWNER RESPONSIBILITIES

At BTL, we take our management responsibilities seriously and want to help you get the most out of your real estate investment. The following list of owner responsibilities are necessary in order for us to help us help you get the most out of your investment.

Owner responsibilities:

- Maintain property in a condition that is marketable and habitable.
- Keep all utilities at the property turned on during any vacancies.
- Notify BTL of any ownership change or imminent owner change for the managed property.
- Supply BTL with accurate information so we can service the management account properly.
- Review statements monthly and notify BTL of any discrepancies found as soon as possible.
- Review statements monthly for accurate or missing deposits and notify BTL if there are problem immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for the property.
- Review property insurance yearly and update as needed.
- Treat BTL personnel with courtesy. Notify the BTL principal if there are problems with BTL personnel so they can be resolved quickly.

## PREPARING TO RENT YOUR PROPERTY

When prospective tenants view your property, BTL wants the property to look its best and be able to compete with area rentals. A property maintenance report and rental market survey is completed. The BTL management team will contact you to discuss the details of your vacant property and any necessary maintenance.

When a tenant moves into a home that is rent-ready, we have an opportunity to begin the landlord-tenant relationship with mutual respect and trust. On the other hand, nothing sets a tenant against the property, the owner, and the manager more than moving into a home that is not ready. It is like checking into a hotel room that has not been cleaned. The relationship with the tenant can become polarized and adversarial from the very beginning. When this happens, the landlord/tenant relationship frequently never recovers.

Tenants who rent with BTL expect to take possession of a property that is ready to be lived in. BTL is committed to delivering to tenants what we promise: a property that is move-in ready.

### Requirements for property condition

BTL only markets homes that are in proper showing condition and are fully repaired. Before BTL will market a home, the following requirements must be met:

- All of the owner's personal belongings must be removed. The garage, attic and other storage areas must be clear.
- Carpets, if any, must either be professionally cleaned or appear to have been professionally cleaned.
- All interior paint must either be freshly painted or appear freshly painted.
- The home must be in white glove showing condition.
- All major systems must be operating (electrical, plumbing, gas, HVAC).
- All appliances included in advertising must be installed and in operating condition.



- All utilities must be turned on.
- Locks on all exterior doors must be keyed to the same key and in compliance.
- Landscaping must be in good condition.
- All work identified in the property maintenance report must either be completed (if owner completes the work) or fully funded and underway (if RPG completes the work).

### Utilities must be on while property is shown

All utilities must be turned while the property is vacant and being shown, including electricity, water, and gas (if property is not all-electric). There are two reasons for this. First, BTL cannot inspect, repair or clean the property between tenants if utilities are not turned on. Second, properties with no utilities on show poorly, making it difficult to attract a qualified tenant and leading to extended vacancies.

BTL recommends owners order “continuous service” plans with all utilities. In this case, when a tenant moves out, the utilities automatically revert to the owner’s name and remain turned on. Once the tenant terminates utility service, it is as inconvenient for you, the owner, to get service back in your name as if it never had been in your name at all. If utilities are turned off, it may take a week or more to get them back on in the owner’s name, increasing the vacancy cost between tenancies.

### Transferring utilities to the tenant

All BTL leases make it the tenant’s responsibility to turn on utilities as of the first day of the lease. Tenants agree to this in writing and are notified of this responsibility when we give them move-in instructions. BTL recommends that owners turn off utilities on the third business day of the lease. We view this as a “customer satisfaction” issue. While it is the tenant’s responsibility to have all utilities turned on the first day of the lease, it is often very cumbersome and sometimes impossible to accomplish this. A family with small children, for example, will be very grateful for a couple of days of utilities at move-in.

On the other hand, we feel that three days is enough time for the tenants to act.

This is the owner’s responsibility; BTL has no right to terminate utilities that are in the owner’s name.

### Setting the rent

Supply and demand determine rent and markets change. BTL will keep owners up to date on the current rental market and advise them on the best pricing strategy. Ultimately, the rent amount is the owner’s decision.

### How long will the property be vacant?

This is a commonly asked question from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, BTL works diligently to rent the property as quickly as possible. Bear in mind that the most important objective is to obtain a high-quality tenant. It is hard to overstate the high cost of a low-quality tenant.

## MARKETING YOUR PROPERTY

### Signage

RPG displays For Lease yard signs prominently, unless prohibited by neighborhood covenants, and each sign carries our office phone number and website address. Yard signs promote calls and website visits.

## Internet marketing

BTL prides itself on effective internet marketing. Each rental property has a page on our website, BeyondTheLease.com. The BTL website has rich information on each property with photos, maps, property description, and instructions about how to request a showing appointment and how to apply. In addition to our own website, BTL markets properties on a variety of paid and free websites. Trends in internet advertising change rapidly and our selection of marketing websites changes with the market.

## Multiple Listing Service (MLS)

BTL utilizes the MLS to advertise properties for rent. This is a cooperative source used by and only available to licensed Realtors. It is used to widely share information about properties for sale or lease with other Realtors who may have clients looking to buy or lease properties.

## Showings and applications

The BTL Property Managers and Realtors conduct showings for each vacant unit. Tenants contact us by email and telephone and through our website. We arrange showing times for your property in advance. We do not allow prospective tenants to have unsupervised access to the property. We are prepared to execute leases with approved tenants very quickly by via email and fax. Using the internet, we are able to lease properties sight-unseen to qualified out-of-area tenants.

# PROCESSING TENANT APPLICATIONS

## Tenant screening

Thorough screening is crucial for successful property management. BTL requires all applicants to fill out a detailed application and submit it for processing and approval. This can easily be done from our website.

For each tenant, we examine the following:

- Credit report from one of three main credit bureaus
- Nationwide criminal background report
- Nationwide report of previous evictions
- Employment
- Income
- Rental history

All applicants must submit verifiable information on their income to show that they can support the rent payment. Rental history or previous home ownership is carefully checked. The credit report, criminal background report, rental history, and proof of income together provide the criteria to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet.

## Cosigners

Sometimes there are conditions that may warrant taking a cosigner on a property. The Austin area has many college students in the leasing population. College students often have well-funded parents and therefore make great renters.

## Pets

If an owner authorizes a pet, BTL requires an additional security deposit. BTL does not use the term pet deposit. By avoiding this terminology, BTL can use the amount of the entire security deposit if there is

pet damage.

It is legal for property owners to discriminate against pets. So, the decision to allow pets is completely up to each property owner. Many tenants have or want pets, especially in a very pet-friendly city like Austin. Not allowing pets may make cause it to take longer to find a suitable tenant, because it can drastically limit the pool of perspective tenants. On the flipside, is the additional wear and tear on a property caused by most animals. Allowing certain breeds may require the owner to carry additional insurance. Again, this is a decision to be made by each property owner.

BTL recommends to owners that when the property is on the market, pets are negotiable. This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, RPG can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant who has an excellent tenant history and owns a pet that is suitable to your property.

### Service animals

Service animals for handicapped persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

### Who approves applications: BTL or the owner?

BTL makes the decision of which applications to approve without bringing you, the owner, into the loop. This is a big part of why you chose to entrust BTL with your investment. We are experienced professionals at property management and we thoroughly screen our tenants. We are also diligent in adhering to fair housing and anti-discrimination laws in order to avoid potential legal issues. We fully understand the importance of a high quality tenant and the potential cost associated with a low-quality tenant. If we have had difficulty finding a tenant for your property and are therefore considering an applicant we regard as high- risk, we will consult you and make this decision together.

## THE TENANT MOVE-IN

### Rent and security deposits

RPG requires payment of first month's rent and security deposit in certified funds. Tenants must pay a full month's rent and a security deposit usually equal to one month's rent prior to taking possession of the property. If the tenant is moving in after the 1<sup>st</sup> of the month, the pro-rated rent will be paid during the second month.

### Lease

Once BTL receives funds, a lease with the applicant is completed. All persons 18 and over, including adult children, are required to read and sign the lease. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

## Move-in inspection

A vital part of the rental agreement is a detailed move-in inspection performed with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the BTL leasing agent completes the move-in inspection with the tenant before the tenant takes possession of the property.

The move-in inspection documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. BTL also documents the move-in with digital photos.

## Tenant handbook

Taking the time to prepare and educate tenants for their residency is another step toward a successful tenant/landlord relationship. Upon moving in, tenants receive the BTL Tenant Handbook. This detailed booklet gives them additional information on how to report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

# MANAGING RENT COLLECTION

## Collecting rent

Rent is due on the first day of the month and late if received after the third day of the month. BTL has a state of the art online software program that allows rent to be paid online directly through the BTL website.

## When rent is not paid

If BTL does not receive rent by the due date, BTL prepares and delivers a “demand to cure” letter immediately on the 4<sup>th</sup> of the month. The demand letter notifies the tenant that their rent is delinquent and asks them to pay in full within three business days. If rent and late fees are not received within 3 days, a “demand to vacate for non-payment of rent” letter is delivered. Then the eviction is filed with the JP court to start the eviction process.

## Evictions

If an eviction is necessary, BTL handles every part of the process. We will file all necessary documents, monitor legal proceedings, attend court if necessary, hire a crew to perform a set-out by the county Marshall, and prepare the property to be marketed to a new tenant. Professional and correct legal action by a property manager both reduces the owner’s expense in an eviction and avoids the risk of a lawsuit for wrongful eviction. BTL will not do collections after the eviction process, but we will file the appropriate reports to the tenant network.

## Notices of violation

BTL serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice form. Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, BTL contacts the owner with the information to discuss the situation.

# MAINTENANCE

## Selection of vendors

BTL uses only licensed and insured vendors who are qualified to handle the type of work being performed on your property. To remain on our vendor list, vendors must be highly responsive, competent, courteous to our tenants, and have excellent communication with us.

Owners may select their own vendors or do the work themselves, only if a property is vacant. If a property is occupied, BTL must use its own vendors.

BTL will contact owners in advance for any work over \$300, unless it is an emergency. For all other repairs, the owner is notified via email with a copy of the receipt after the work is performed. For larger non-emergency projects, we will get bids for your consideration. You have put your trust in us to manage your property due to our experience and expertise and we will manage your manage your property with the utmost skill and care to maximize your investment.

## Preventive maintenance

The best approach to maintenance is preventive maintenance, and this is the BTL policy.

First, BTL has already started with educating the tenant by:

- Completing a detailed lease which outlines tenant responsibilities regarding maintenance as well as owner obligations
- Completing a move-in inspection documenting the condition of the property before the tenant takes possession
- Supplying tenants with the BTL Tenant Handbook, which provides additional instructions on the care of the property and how to request maintenance

We want the tenant to know from the beginning of their tenancy how BTL expects them to care for the property. This approach can prevent costly maintenance.

Next, we use preventive maintenance techniques when work is required and utilize competent contractors. Often minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

## Emergencies

When an emergency occurs, BTL has policies in place for the property and tenants. BTL notifies the property owner as soon as practical. The nature of the emergency determines the action needed by BTL. There are times when a property manager must act in order to prevent greater financial risk to the owner, especially if the owner is not immediately available.

# WHEN THE TENANT VACATES

## 60 Days notice

Sixty days prior to the expiration of a lease, BTL invites the tenant to renew if the tenant's account is in good standing. If the decision is made not to renew the lease with the current tenant, BTL will begin to market the property for rent.

## Notice to vacate

When there is a notice to vacate, the move-out procedures with tenants are as critical as the move in procedures. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance exhibit, walk-through, and RPG Tenant Handbook. All of these documents gave instructions to the tenant on how to move out.

### Tenant move-out

BTL conducts a walk-through similar to the one performed when the tenant moved into the property. BTL records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit. After assessment of the tenant move-out, BTL advises owners of any tenant damages or any maintenance required to re-rent the property.

### Security deposit refunds

Proper and timely handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with Texas law. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

### Collections

If collecting damages is required, BTL will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. BTL management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. BTL will supply consumer collection companies with the necessary documentation needed.

## COMPANY POLICIES

It is very important in that professional property managers follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers (NARPM), and the National Association of Realtors (NAR®). Additionally, we train all personnel by requiring them to read and follow the BTL Property Management Policy and Procedures Manual and BTL Employee Manual.

### Texas Real Estate Commission requirements

The Texas Real Estate Commission requires licensing for all principals conducting property management and real estate sales in our state.

### Code of ethics

BTL follows the Code of Ethics outlined by NARPM and NAR®. BTL considers this a top priority in conducting business, and is required of all BTL personnel.

### Legislation

BTL adheres to the laws and guidelines of several federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Some examples:

- Fair Housing (HUD) - BTL supports and follows Fair Housing laws and guidelines; the RPG
- office displays Fair Housing signage

- Equal Opportunity - BTL is an Equal Opportunity employer; the RPG office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- EPA – Environment Protection Agency

### Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. BTL follows all mandated federal and state guidelines for lead-based paint. All properties constructed prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and BTL provides them with the required EPA Pamphlet, Protect Your Family from Lead in the Home.

On April 22, 2008, EPA issued a rule requiring the use of lead-safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning in April 2010, contractors performing renovation, repair and painting projects that disturb lead-based paint in homes, child care facilities, and schools built before 1978 must be certified and must follow specific work practices to prevent lead contamination.

### Mold issues

BTL regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of potential liability and BTL takes action if a tenant reports mold. BTL notifies owners as soon as practical of any mold issues so BTL and/or the property owner can take the proper steps.

## OTHER SERVICES AVAILABLE

BTL can also provide all of the services that a traditional real estate brokerage provides. We can assist in the sale, purchase or exchange of properties. Ask us, at any time, for an assessment of your property’s value or a current market analysis.

## CANCELLATION OF MANAGEMENT

It is the goal of BTL to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. When this happens, the BTL cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

### Written notice

- The BTL management contract accepts a 30-day written notice by either party.
- Your written notice must include your signature. You may convey this to us by U.S. postal mail, FAX, or a scanned document by email attachment.

### Notice to current tenants

- BTL will notify current tenants of the date BTL will no longer manage the property and that BTL forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

### Distribution of documents

- BTL will supply current tenant documentation to the owner. Most or all of the necessary documents will already be posted to your owner account on the BTL website.
- If the owner has employed new management, BTL will forward documents, keys, and any other necessary materials to the new management upon request by the owner.

### Final distribution of funds

- BTL will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management, as agreed in the management contract.
- BTL will issue a 1099 for funds collected during the current tax year when the tax year ends.

## OUR TEAM INTRO

### TIM DOWLING

*Owner/Broker, CIAS, CNE, SRES*

Tim Dowling is the broker for Beyond The Lease Realty, LLC and Beyond The Move Realty, LLC. Tim has over eight years experience in traditional and investment real estate and manages over eighteen realtors with three full time staff. In 2011 alone, Beyond The Move Realty listed and sold over three hundred and twenty homes and helped hundreds more purchase properties. These remarkable numbers were done in what was called a down economy. The success Tim created with Beyond The Move Realty, was the driving force behind the need to create a property management company. Realizing that many of his investor clients could benefit from having their properties professionally managed, Tim partnered with Realtor/Investor, Leslie Martine to create Beyond The Lease Realty.

After purchasing his first few rental properties and an office, Tim quickly realized the wealth building potential of real estate investing. He recently earned his Certified Investment Agent Specialist designation in order to be able to better serve the investors he works with. Tim is actively working on growing his portfolio and wants to help others do the same.

Tim lives on some acreage in Buda, which is just south of Austin. He has three kids and a wonderful wife, and if that was enough they have two dogs and three cats. Tim's goal is to not bend to the pressures of his wife and children for even more animals.

CIAS - Certified Investor Agent Specialist, CNE - Certified Negotiation Expert, SRES – Senior Real Estate Specialist

### LESLIE MARTINE

*REALTOR®, Owner/President, CIAS*

Leslie has been involved in real estate since 2005, starting out as an investor. Quickly, realizing her love of the industry and the wealth building opportunities available in real estate, she earned her license and now



works as a Realtor full time. Leslie has a well-rounded background that includes property management, traditional buying/selling, working with foreclosures, and she is a Certified Investor Agent Specialist (CIAS). Leslie enjoys the thrill of helping others realize their dream, whether it's working with a first time homebuyer or helping an investor scoring another great deal.

In 2010, Leslie joined Tim's team at Beyond The Move Realty. After realizing the need to provide competent property management for their investors, Tim and Leslie joined forces to create Beyond The Lease Realty. Being an experienced investor, she understands the roll that good property management plays in protecting and maximizing your investment. Leslie is a member of the National Association of Residential Property Managers (NARPM).

Leslie considers herself fortunate to be able to call Austin home for over 20 years now. In her spare time, she enjoys traveling, mountain biking, playing ice hockey, and she is a food and wine enthusiast.

CIAS - Certified Investor Agent Specialist

## CONTACT US

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## CONCLUSION

If you have any questions or concerns about any items in the manual please do not hesitate to contact us. We thank you for entrusting us with your investment. We appreciate your business very much.



