

# PROPERTY OWNER HANDBOOK



## CONTENTS:

### 1. CONTACT INFO

Important contact information, business hours, online login and report access.

### 2. PROPERTY MANAGEMENT SERVICES

We offer a vast range of services to ensure that you and your property are taken care of properly. Take a look at the services offered through Rent Solutions Property Management.

### 3. PROPERTY MANAGEMENT FAQ

This section contains some answers to our most commonly asked questions for our Property Management Services.

### 4. QUALIFYING CRITERIA

Rent Solutions Property Management requires all residents to meet this Rental Criteria.

### 5. OWNER DISCOUNTS AND SAVINGS

We have arranged exclusive discounts and savings for our Owners.

### 6. LEGAL RESOURCES

We have partnered with Donnelly Law Group to offer comprehensive solutions to our Property Owners.



[www.rentsolutions.com](http://www.rentsolutions.com)

**Our Property Management Team**

Our Team approach to Property Management allows each participating staff member to provide the best possible service in the area of their responsibility.

**Business Hours:**

Monday through Friday - 9:00am to 5:00pm.  
Saturday and Sunday - By Appointment Only

**Property Managers**

Our Property Managers are responsible for Owner and Tenant communication as well as overseeing all maintenance and related property issues. Each Property Manager specializes in select geographic areas of the market.

**Tammy Leonard**

Hillsborough and Pasco Counties  
(813) 279-2670 Direct  
(727) 485-3554 Cell  
tammyl@rentsolutions.com

**Roberto Verbel**

South Pinells and Hillsborough County  
(813) 579-5597 Office  
(813) 857-0303 Cell  
robertov@rentsolutions.com

**Cody Richardson**

Southeast Hillsborough County  
(813) 579-5597 Office  
(813) 720-7772 Cell  
codyr@rentsolutions.com

**Mike Esslinger**

Pinellas, Sarasota and Manatee Counties  
(727) 388-6680 Office  
(727) 827-2300 Cell  
mikee@rentsolutions.com

**Lisa Connors**

Pinellas Counties  
(813) 579-5597 Office  
(585) 329-6286 Cell  
lisac@rentsolutions.com

**Accounting and Operations**

Our Bookkeeping and Accounting staff handle all Accounts Payable, Accounts Receivable, Owner Disbursements, Vendor Disbursements and Reporting among other administrative duties.

**Lindsay Johnson**

Accounting  
(813) 579-5597 Office  
(813) 605-5548 Direct  
lindsayj@rentsolutions.com

**Dayana Perez**

Support  
(813) 579-5597 Office  
(813) 605-5542 Direct  
dayanap@rentsolutions.com

**Steve Oehlerking**

Operations / Broker  
(813) 605-5540 Direct  
(813) 625-3463 Cell  
steveo@rentsolutions.com

**Careese Shine**

Accounting Director  
(813) 579-5597 Office  
(813) 279-6217 Direct  
careeses@rentsolutions.com

**Brittney Washington**

Marketing & Support  
(813) 579-5597 Office  
(813) 605-5546 Direct  
brittneyw@rentsolutions.com

**Ralph Corigliano**

Business Development Director  
(813) 279-2675 Direct  
(813) 380-8057 Cell  
ralphc@rentsolutions.com

**Leasing Staff**

Our team of Rental Specialists focus on Showing and Leasing our available properties. Each Agent typically specializes in select geographic areas of the market. To view a list of our Rental Specialists visit [www.rentsolutions.com/about\\_agents.php](http://www.rentsolutions.com/about_agents.php)

Our experienced and professional staff and our vast range of services ensure that you and your property are taken care of properly. Trust your investment to a local manager with the necessary abilities, systems, integrity, industry knowledge and expertise.

- Marketing Services
- Tenant Referral and Screening
- Accounting Services
- Communication
- Maintenance Services
- Special Services

**Sample Listing:**  
To view a sample listing on Rent Solutions visit:  
[www.rentsolutions.com/owners.php](http://www.rentsolutions.com/owners.php)



**Marketing Services**

Your investment deserves more than just collecting the rent. Great marketing is key to filling vacancies quickly in the current market. Our property management marketing services are simply unmatched and unprecedented. With a vast referral network, print, web, lead management and extensive use of other media, we utilize many creative ways to market every property.

**Dedicated Rental Specialists**

Our Rent Solutions rental specialists answer hundreds of phone inquiries and Internet requests every day. These and all prospects who visit our office have access to the most comprehensive and updated information they need to find the rental property that they are looking for, whether it is color photos, keys, driving directions or any other customer service.

**Area Realtors**

As a member of the local Board of Realtors, our listings are featured in the Multiple Listing Service (MLS) where all the member real estate professionals readily find the information they need for their customers. Thousands of local Realtors have access to our listings and can show our vacancies, through the use of lock boxes. All showings are scheduled and tracked online, and comprehensive showing reporting is made available to the property owners.

**Major Employers**

Through our Preferred Employer Program, we provide preferred employers with a bundled suite of moving and real estate related services. Our listings receive exclusive exposure to thousands of local employees.

**Internet Exposure**

Properties are featured in [www.rentsolutions.com](http://www.rentsolutions.com), as well as many other highly trafficked websites including [realtor.com](http://realtor.com), [move.com](http://move.com), [hotpads.com](http://hotpads.com), [kijiji.com](http://kijiji.com), [allspaces.com](http://allspaces.com), [oodle.com](http://oodle.com), [googlebase.com](http://googlebase.com), [craigslist.org](http://craigslist.org), [lycos.com](http://lycos.com), [vast.com](http://vast.com), [route121.com](http://route121.com), [local.com](http://local.com), [backpage.com](http://backpage.com) and [showmetherent.com](http://showmetherent.com). Our Listings are automatically displayed on 15+ websites:



## Search Engines

Rent Solutions websites are featured on over 15 search engines including google, excite, yahoo, netscape, msn, ask, webcrawler, metacrawler, kanoodle, lycos, earthlink, infospace, miva, aol and altavista. Our websites are featured on 15+ major Search Engines:



## Corporate Housing and Special Programs

Rent Solutions provides Corporate Housing, Short-Term Leasing Services and Rent-to-Own Programs. Owners have the option of including their property in any of these programs.

## Flyers, Brochures and Signs

Every 2-3 weeks, we send an online vacancy flyer to more than 14,000 licensed agents and prospects in the area. We will place a Rent Solutions "For Rent" sign on properties unless prohibited.

## Tenant Referral and Screening

We offer a dedicated team of rental property experts committed to providing quality renters for your property. We pride ourselves in renting to qualified tenants only, thus minimizing or eliminating problems down the line.

### Tenant Referral

We provide free professional, one-on-one service to apartment seekers and renters. Our personal service, interactive web tools, free research and information, and extensive database of properties, developments, and apartment communities result in large numbers of renters finding the right properties through Rent Solutions on a daily basis. Our client sources include:

- Internet leads through search engine-driven website portals.
- We provide dedicated personalized rental locating and moving services to area employees through established relationships with major corporations and employment service providers.
- Clients also include professionals in training through our relationships with major educational institutions.
- Thousands of prospects respond to our widespread advertisements on specific properties.
- Numerous referrals from other Real Estate professionals through our affiliation with area Real Estate Brokerages, the local Board of Realtors and the local Apartment Association, among others.

Our business structure allows the powerful synergy between the locating services and the property management services by generating large numbers of customers, on the locator side, as well as product, on the property management side, each benefiting the other.

### Tenant Screening

Rent Solutions screens every applicant thoroughly to minimize tenant problems. A comprehensive report is run which includes:

- Credit history
- National criminal background check
- National eviction search and residence history
- Employment history and verification

In addition, we verify income of at least 3 times the rental rate. The entire report is thoroughly reviewed and qualified by the Property Manager.



## Accounting Services

Our accounting services are supported on state-of-the-art computerized systems that allow us to optimize income and expense management. Our processes ensure that we collect what you are owed each month, groups payments into bank deposits, print deposit slips, and indicate when the money has been deposited in the bank. We also provide our property owners online access with up-to-date visibility in to the collection of their income, statements and investment portfolio's performance..

### Income Management

- Faster payment processing means accelerated collection of property income for our property owners.
- Automatic calculation and enforcement of late fees maximizes property income.
- Ability for owners to easily gauge the effectiveness of our collection.
- Standard tenant notices and statements to communicate with your tenants in a professional manner.
- On-demand reports are also available.

### Rent Collection

- All rents are due on the 1st of the month and are late on the 5th.
- First notices are given on the 5th. Three day notices are posted on the 10th.
- Court cases are initiated against all delinquent residents on the 15th.
- We work directly with a specialized real estate attorney that handles evictions efficiently.

### Expense Management

Controlling property expenses is one of our critical responsibilities. Our systems enable us to efficiently track bills, interactions with vendors, ensure bills get paid for the right amount on time, every time. All vendor information, bills, bill payments, conversation notes, and even scanned copies of documents are available in one secure, shared location. This results in:

- Controlled property expenses through appropriate visibility of historical bills.
- Elimination of costly errors resulting from paying vendors for duplicate bills.
- Avoidance of overdrawing property accounts by viewing portfolio income when paying bills.
- Proper use of operating reserves when paying bills.

Our itemized monthly and annual operating statements consolidate a variety of information for easy review as well as income tax preparation.

### Monthly Disbursements

- We disburse funds once each month.
- Owners are mailed checks on the 10th of each month.
- Direct deposit is available to banks in the local area.
- Monthly statements are emailed or mailed to property owners at this time.



The image shows a screenshot of a 'Sample Owner Statement' from Rent Solutions. It includes a header with the company name and logo, followed by a table of financial data. The table has columns for 'Account', 'Balance', and 'Description'. Below the table, there are sections for 'Total Income' and 'Total Expenses', both showing a balance of \$0.00. The statement is dated 12/31/2010.

#### Sample Report:

To view a sample Owner Report visit:  
[www.rentsolutions.com/management\\_accounting.php](http://www.rentsolutions.com/management_accounting.php)

## Communication

We are committed to prompt, thorough, and professional communication at all levels:

- We use voice, electronic and written communications extensively.
- Staff members are available via office phones, cell phones and email.
- Our monthly statements are designed to keep our clients well informed.
- Our listings provide interactive tools online for Real Estate Agents to make it easy for them to show your vacant properties. They obtain quick access to all the information they need and can schedule showings on the spot. We also make detailed reports available to the property owner so you can oversee and follow the activities that we put in place to fill your vacancy in the shortest time possible. Through these reports, we keep you informed about all aspects of every showing, including: the prospect, date and time, any special circumstances and even include what people are saying about your property.
- We also deliver these over e-mail for your convenience.
- Technology is integrated throughout our company. With the use of networked workstations, online digital photos, online archived files, wireless and Internet capabilities, customized property management systems and comprehensive training, a variety of staff members can generally answer most questions quickly and completely.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.

## Maintenance Services

Rent Solutions Property Management strives to minimize inconvenience and cost to any of our residents or property owners. We maintain extensive in-house and sub-contractor relationships year-round for all types of building repairs. Our switchboard is answered 24 hours a day. For non-emergencies maintenance, you can submit a maintenance request on-line.

- Rent Solutions Property Management evaluates and selects vendors for all maintenance needs including lawn care, pool care, cleaning, painting and repairs. We check the work and pay invoices - with no mark up – out of rental income.
- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.
- We look after each property, handle all maintenance and repairs in the best interest of the owner.
- We take all maintenance problems at heart and will work to correct them as quickly as possible.

Please remember to always report life-threatening or serious emergencies (such as a fire or flood) to 911 first.

## Small Apartment Buildings

Our expertise in the rental business and our access to virtually unlimited numbers of renters gives us a unique advantage in being able to rapidly fill rental vacancies thereby increasing the market value of rental multi-housing properties. We offer special programs for investors owning or purchasing small to midsize apartment communities (8-100 units).

As you can imagine the managing of these types of properties can become quite complex and time consuming in comparison to managing a single-family house. Many owners of apartment buildings do not have the time, expertise or the desire to manage such on their own. These properties often face unique challenges including:

- Lack of economies of scale
- Lack of amenities to compete with larger apartment communities
- Inability to financially justify onsite management or maintenance
- Lack of dedicated quality vendors
- Lack of funds to justify marketing expense associated with major internet sites like apartments.com, forrent.com and others
- Difficulty covering leasing needs, hours and staffing
- Lack of dedicated quality vendors

The good news is you can enjoy all the financial benefits of owning these types of properties but not have to deal with the managerial responsibilities of managing them. We have extensive experience successfully leasing and managing these types of properties.

## Special Services

We furnish custom management services to Home Owner Associations, Condo Associations and other local clients. How can we help you?



Below are some answers to our most commonly asked questions for our Property Management Services.

### Marketing Services

What is your Service Area?

- Rent Solutions manages properties throughout the entire Greater Tampa Bay area and we are particularly adept at renting properties within a 20 mile radius of our office at 3502 Henderson Blvd, Tampa.

How does Rent Solutions Property Services market vacancies?

- With a vast referral network, print, web, lead management and extensive use of other media, we utilize many creative ways to market every property. [Learn More](#)

What are Rent Solutions Property Services normal management fees?

- Our leasing fees are one full month's rent which is not due until we rent your property.
- Monthly management fees are 10% of the rental amount.

Can Rent Solutions Property Services sell my rental house, condo or apartment?

- Absolutely! We work closely with several top Real Estate Brokerages including Keller Williams, Century 21 and Re/Max, where we have direct access to some of the area's top Real Estate Sales Specialists. In addition, as a member of the local Board of Realtors, our listings are featured in the Multiple Listing Service (MLS) where all the member real estate professionals readily find the information they need for their customers. Thousands of local Realtors have access to our listings and can show our properties, through the use of lock boxes. All showings are scheduled and tracked online, and comprehensive showing reporting is made available to the property owners.

### Tenant Referral

How much rent can I get for my house/condo/duplex/apartment?

- Rental rates are directly related to competing units in the immediate area.
- We will be glad to assist with this by calling (813) 579-5597 or online at [http://www.rentsolutions.com/management\\_inquiry.php](http://www.rentsolutions.com/management_inquiry.php)

### Tenant Screening

Does an owner have to accept pets?

- No.
- Our Property Investment Manager can give you more complete information about what competing properties may or may not allow as well as special terms that we may wish to add to any lease where a pet is involved.

How does Rent Solutions Property Services screen prospective residents?

- Rent Solutions screens every applicant thoroughly to minimize tenant problems. A comprehensive report is run which includes:
  - Credit history
  - National criminal background check
  - National eviction search and residence history
  - Employment history and verification
- In addition, we verify income of at least 3 times the rental rate. The entire report is thoroughly reviewed and qualified by the Property Manager.

## Accounting

What are Rent Solutions Property Services Collection Procedures?

- All rents are due on the 1st of the month and are late on the 5th.
- First notices are given on the 5th. Three day notices are posted on the 10th.
- Court cases are initiated against all delinquent residents on the 15th.
- We work directly with a specialized real estate attorney that handles evictions efficiently.

When does an owner get his/her check?

- We disburse funds once each month.
- Owners are mailed checks by the 10th of each month.
- Direct deposit is available to banks in the local area.
- Monthly statements are emailed or mailed to property owners at this time.

Who holds the Security Deposit(s)?

- Florida Statutes require that security deposits be held separately from other funds. Rent Solutions Property Management holds security deposits in a unique escrow bank account.
- Security deposits are disbursed only when a tenant vacates a residence and may only be disbursed to either the tenant or the property owner.

## Maintenance

How is maintenance handled?

- We are on call 24/7 to handle emergencies. Non-emergency repairs are assessed and handled in a timely manner.
- We look after each property, handle all maintenance and repairs in the best interest of the owner.
- We take all maintenance problems at heart and will work to correct them as quickly as possible.





It is Rent Solutions policy to actively pursue and offer equal housing for all persons regardless of race, color, religion, sex, national origin, handicap or familial status. Rent Solutions Property Management requires all residents to meet the following Rental Criteria:

## Policies

All persons leasing the rental home must be of legal age to sign a contract. Applicant must be 18 years or older or an emancipated minor. An emancipated minor is a person less than 18 years of age who is or has been married, is on active military duty or has a court-issued emancipation order. All applicants 18 years and older must be included as a leaseholder.

A credit report will be processed on all applicants to verify account credit ratings. Rent Solutions utilizes an independent credit screening company where income plus verified credit history will be entered into a credit scoring model to determine rental eligibility.

Unfavorable accounts which may negatively influence this score include, but are not limited to, collections, charge-offs, repossession, and current or recent delinquency.

Rent Solutions also performs verification of identification, rental history and income/employment history for each applicant. A satisfactory criminal background check of all prospective occupants 18 years and older and an eviction check of each applicant must be completed before final approval consideration is given.

Additional deposits may be required for and Accept with Conditions Credit Recommendations, as specified in this document.

### Applicants with little or no credit history

In such cases, additional identification and credit/income Verification standards must be met. If these criteria are met, an additional deposit will be required. If an applicant receives an Accept with Conditions Credit Recommendation due to a "High Risk Collection" result, only the Department Manager or property Owner may approve with sufficient proof that this apartment related collection has been satisfied.

If there are two or more applicants, a joint credit report will be run. Joint reports weigh the combinations of income and risk amounts, or the aggregate score, of all the applicants' ability to pay the total rent.

Income Verification or other approved documentation is required prior to move-in by providing Rent Solutions two consecutive pay stubs from the last 60 days or a signed, verifiable offer letter on employer letterhead stating starting salary, start date and terms of employment (ie: full-time, length of contract, etc). The income to rent ratio must be 3 to 1 to qualify.

### Applicants without an Established Credit and/or Rental History Policy

Applicants who have not yet established credit and/or rental history can be accepted provided applicant obtains a qualified co-signer/guarantor.

For a person who has not yet established a credit file, or has very little credit on file the following items are required to verify identification and credit-worthiness, and an additional deposit or a co-signer may be required:

- **Identification:** Two of the following: Passport, government-issued ID card, Driver's License
- **Credit/Income Verification:** Employment offer letter stating term of employment, starting salary and a bank statement, foreign or domestic and a bank statement (foreign or domestic) showing funds in the entire amount of the lease obligation  
OR  
A Letter of Credit in the amount of the entire lease obligation from applicant's bank.
- **Liquid Assets:** A self or non-employed applicant can be accepted provided the applicant supplies proof of liquid assets (i.e., bank statements, mutual fund account statements) greater than 1 year's rent.

### Rental History Verification

Rental History Verification is required prior to move-in. Rental history will be verified by Rent Solutions. Applications will be declined for the following reasons for any occurrence within the last 12 months:

- An outstanding debt to a previous landlord; an outstanding NSF check; a breach of a prior lease and/or more than 2 late pays and 1 NSF.

The following reason will result in a decline:

- A prior eviction of any applicant or occupant within the last 24 months of date of application.

## Criminal History

All occupants 18 years of age and older will be checked for criminal history. The history must reflect:

- No felony convictions (no time limit); no sex offender or sex-related convictions (no time limit); no terrorism-related convictions (no time limit); no prostitution-related convictions (10 years from date of application); no convictions for the possession, manufacture or distribution of controlled substances or possession with intent to sell or distribution of controlled substances (felony or misdemeanor for past 10 years from date of application); no cruelty to animals-related convictions (10 years from date of application); no pending indictment or deferred or withheld adjudication for a felony (10 years from date of application); and no conviction or pending indictment or deferred or withheld adjudication for a misdemeanor crime against a person or property (10 years from date of application). No "Active Status" on "Probation" or "Parole" for any of the above stated convictions. When applicants have not lived in this State for the last 24 months, we will endeavor to check criminal history for the previous States of residence over the last 7 years.

Please remember that this requirement does not constitute a guarantee or representation that residents or occupants currently residing in our community have not been charged with or convicted of a felony, deferred adjudication for a felony or misdemeanor crime against a person or property. There may be residents or occupants that have resided in our community prior to this requirement going into effect. Additionally, our ability to verify this information is limited to the information made available to us by the resident credit reporting services used and other factors.

## ID Verification

A government-issued photo ID is required at move-in.

## Co-signer Acceptance

An applicant may be eligible to be accepted for residency with a cosigner only under the following conditions:

- The co-signer must meet the entire original qualifying criteria as set forth in the Residential Rental Criteria, with one exception. For a co-signer, the Income to Rent ratio is 4 to 1.
- All applicants must meet income requirements, except applicants who have not yet established credit and/or rental history.
- A co-signer may not be used due to an unfavorable credit rating – only lack of credit.
- The co-signer must complete an application and submit an application fee for processing.
- The co-signer must receive an acceptable credit report. (A credit application is always run on applicants, even with a co-signer.) An additional deposit may be required, based on the report received.
- The co-signer must be a current U.S. resident.
- The co-signer must sign the Co-Signer Addendum. If not present at move-in, the Addendum must be notarized and received on or before move-in day in order for applicant to receive keys.

## Additional Deposits

An Accept with Conditions will necessitate an additional deposit of one month's rent in addition to the standard deposit.

## Applicant with no Social Security Number

Applicant will be processed through credit service using the International applicant form; pay an additional deposit based on the recommendation or will be accepted provided the applicant obtains a qualified cosigner/guarantor. Applicant must also provide the following:

- **Identification:** A passport or a government issued identification card or driver's license.
- **Credit/Income Verification:** Employment offer letter stating term of employment and starting salary and a bank statement, foreign or domestic, showing funds in the amount of the entire lease obligation, or a Letter of Credit in the amount of the entire lease obligation from applicant's bank.

An applicant using a false or invalid Social Security Number or with SSN irregularities (SSN has been associated with misuse), will be declined.

## Maximum Occupancy per Apartment/Home

<u>Unit Type</u>	<u>Occupants</u>
Studio	2
1 Bedroom/1 Bath	3
2 Bedroom/1 Bath	5
2 Bedroom/2 Bath	5
3 Bedroom/2 Bath	7
4 Bedroom/2 Bath	9

## Vehicle Regulations

Recreational &/or commercial vehicles are not permitted on the property unless specific permission is granted by the owner or agent and allowed by the HOA where applicable.



## Pet Regulations

Allowed on a case by case basis, only with written permission of owner or agent. Aggressive breeds will not be permitted. These include but are not limited to: Chows, Pit Bulls, Dobermans, Rottweilers, German Shepards, etc. A \$300 non-refundable fee is required at move-in for each pet in addition to \$25 per pet per month.

## Credit Scoring

Applicant scoring is primarily weighted to information found in the credit bureau file and information from a prospect's application. The information contained on a prospect's credit file will be scored by the credit service, which analyzes hundreds of pieces of data from the following primary categories:

- **Income to Rent Ratio:** Measures ability to handle rent payments.
- **Number of Inquiries in the Last Six Months:** Measures the desire for new credit and potential overextension.
- **Average Age of Trade Lines:** Measures how recent and how regular the applicant's credit is.
- **Revolving Debt to Credit Limit:** Measures the ability of an applicant to absorb credit problems.
- **Percentage of Bank Card Trades Relative to Total Trades:** Measures responsible use of credit and potential overextension.
- **Percentage of "Good" Trade Lines:** Measures reliability and helps eliminate the effect of inconsistent trade lines.
- **Months Since Last Delinquency:** Indication of recent credit behavior.
- **Number of Major Derogatory Ratings:** Flags serious credit issues.
- **Bureau Score:** Measures general credit risk related to renting an apartment.
- **Bankruptcies:** Must have not been filed within the last 6 months or must have been discharged in over 6 months from date of application.

Risk scores are based on data found in a current credit report for each applicant. Any discrepancies between the data provided by a given bureau and an applicant's personal records must be taken up with the credit bureau providing the report for scoring. An adverse action letter containing the name, address, and telephone number of the bureau used in the scoring process will be provided to any applicant receiving a recommendation other than Accept. You must contact the credit agency directly to correct any inaccuracies or update your credit report.



We strive to offer our customers excellent service and the greatest value to Property Owners for selecting us as your Property Management or Leasing solution. We are now offering our Preferred Owner Program which contains free goods and services along with exclusive discounts and genuine savings for Property Owners.

## Using the Program

You can take advantage of the Program **3** ways:

1. **Access the Vendors online:** Select the vendor you would like to use and communicate your selection with your Property Manager. You can access it at [www.rentsolutions.com/vendor\\_discounts.php](http://www.rentsolutions.com/vendor_discounts.php)
2. **Listing with Us:** Upon beginning a relationship with us, you will be given information on the Program and discounts available to you.
3. **Property Manager Recommendations:** During the process of managing your property, your Property Manager will let you know of vendors and offers you may wish to take advantage of. The final decision is up to you.

## What's Included in the Program

### Vendor Quality Control

The Program starts with a quality control process. Participating companies are carefully selected and screened to ensure they meet quality standards. This process includes:

- Rigorous Screening Process: We perform a background review, including checking references, verification of corporate status, insurance coverage, and business licensing.
- Property Manager Feedback: Our Property Managers work with the vendors on a regular basis and provide expert insight into their workmanship, pricing, reliability and customer service.
- Tenant Feedback: Tenants provide us with feedback on not only the quality of the work performed but also the general customer service they received.
- Give Us Your Feedback: Rate and review your professional or the service provided to help us maintain quality service.

### Vendor Introductory Offers

These introductory offers are designed to provide an incentive for you to try the product or service with no obligation, and if you like it, continue using them. Participating vendors and companies generally offer services that you would use on a monthly or other type of reoccurring routine. Categories include:

- Lawn & Landscaping Service
- Pest Control
- Home Security
- Water Softening & Purification
- Storage Facilities
- Home Owners Insurance
- Pool Service
- A/C Maintenance
- Maid & Cleaning Service
- Internet, Phone and Cable
- Furniture Rental
- Home Warranties

### Vendor Discounts

Our Property Owners can take advantage of exclusive discounts on various goods and services from quality, approved professionals in your neighborhood.

### Free Goods and Services

We are providing our Property Owners with a variety of valuable free goods and services as a FREE GIFT just for Listing with us.

## Creating the Greatest Value

As opposed to other advertising mediums or marketing opportunities companies may use, we receive NO FEES OR COMPENSATION from participating vendors and companies. Our goal with this Program is to create the greatest value to our customers and put the participating vendors and companies in the best possible position to offer the maximum discounts and incentives.

Rent Solutions has partnered with **Donnelly Law Group, PLLC** to offer comprehensive solutions to our Property Owners and Renters. Donnelly Law Group provides legal services, title work and closing services throughout the State of Florida. Not only is Donnelly Law Group intimately familiar with both residential and commercial closing procedures, we are real estate/title and business attorneys providing legal assistance and guidance throughout the entire real estate or business transaction. No longer do you or your clients have to contact separate companies or firms to get an answer to a real estate or business question. Donnelly Law Group has the answers to all your questions, from contract to closing.

#### Areas of Practice

- Foreclosure Defense
- Evictions & Landlord Tenant
- Real Estate
- Quiet Title
- Title Insurance & Closing Services
- Asset Sales and Purchases
- Small Business Practice and Corporations
- Business Contracts and Closings
- Business Entities

**Donnelly Law Group, PLLC** was founded by Sean V. Donnelly with a local practice focusing primarily on the areas of residential real property and small business. The firm has expanded its real property section to handle nearly all aspects of commercial and residential land use including the issuance of title insurance as well as handle all types of business transactions, including asset sales and purchases.

#### Contact Information

##### Main Office by Appointment:

Donnelly Law Group  
5401 W. Kennedy Blvd.; Suite 1030  
Tampa, FL 33609  
(813) 605-5543  
(813) 642-3705 Fax  
sean@donnellylawgroup.org  
www.donnellylawgroup.org

#### Staff Profiles

##### Sean V. Donnelly

Admitted to Bar: 1993, Illinois; 1994, Florida  
Education: Northwestern University (B.A., 1989); University of Iowa (M.B.A., 1992; J.D., with distinction, 1992)  
Member: Florida Bar Association; Hillsborough County Bar Association (Member, Real Property, Trust and Land Use Sections); Honored member Strathmore's Who's Who; Lecturer for Continuing Legal Education Seminar  
Areas of Practice: Real Estate; Land Use; Residential and Commercial Real Property Transactions; Foreclosures; Quiet Title; Partitions and Evictions; Title Examination; Title Insurance

## Evictions & Landlord Tenant

Defaulting Tenants can cause many difficulties for a Landlord. Navigating the process correctly and quickly is essential to ensure that the Tenant does not cost you more than the unpaid rent he/she currently owes. Ensuring that your notice and complaint are properly drafted and served will eliminate many of a Tenant's possible defenses. Donnelly & Russo, P.A. has extensive experience in protecting its Landlord clients in all types of eviction situations.

### Stages of Eviction

#### Pre-Eviction

- Properly drafted lease to protect Landlord
- 3-Day Notice upon default in payment
- Proper calculation of days and amounts
- Served immediately after rent payment/grace period expires
- Tenant has three (3) business days in which to pay full amount on Notice

#### Single Count Eviction – Possession Only **(\$595.00)**

- Draft Complaint and Summons
- Attach copies of 3-Day Notice and Lease
- File Complaint and have Summons issued by Clerk of Court
- Acquire Service of Process on Tenants
- Tenants have five (5) business days in which to file a response
- No Tenant Response – File a Motion for Default and Motion for Default Final Judgment
- Tenant files response – No money deposited in Court Registry - File Motion to Strike Responsive Pleading; Order Striking; Motion for Court Default; Motion for Default Final Judgment
- Tenant files response – Deposits money into Court Registry – Hearing on Tenant's defenses. If full amount paid by Tenant - Judgment for Landlord costs; If full amount is not paid – Judgment for Possession. (\$150.00)
- Have Writ of Possession Issued by Clerk and delivered to Sheriff for posting
- Sheriff will notify my office of the posting and the time/date possession will be returned to Landlord

#### Two Count Eviction – Possession and Back Rent/Damages **(\$745.00)**

- Same process for Possession
- Once possession is retaken, Landlord will submit repair costs and lost rent in the form of an affidavit
- Draft Motion for Default/Summary Judgment as to Count – II Damages
- Submit Affidavits as to Damages; Court Costs; Attorneys' Fees in support of Motion
- Hearing on Motion for Damages
- Final Judgment of Damages

