

Dear Property Owner,

First and foremost, we wish to thank you for taking the time to contact our firm and for considering the property management programs we offer. Ned Baker Real Estate has been in the real estate business for over 40 years, which makes us the oldest firm in the Salem/Keizer area. Not only are we experienced in real estate sales, we also manage over 600 doors in the local area for home owners just like you. Whether you are considering working with us or have already signed up to take advantage of our programs, you can rest assured our office will make this transition as simple and effortless as you would expect.

Ned Baker Real Estate simply charges a fee of 9% of the 'collected' monthly rent. We feel that if you do not get paid, Ned Baker Real Estate should not get paid. Most of our local competitors charge you while your property is vacant and have additional fees throughout the term of their management contract; this is what sets us apart from all the rest.

We are able to market properties in a number of ways including the Internet, Virtual Tours, and printed rental lists here at our office. Since it would be difficult for one of our staff members to personally show our homes, we've designed a secure system that works in the best interest of you and the prospective tenant. By placing an electronic lock box on the front door, it allows our applicants to view the property at their convenience for a period of one day. This is after they have come into our office and provided us with a copy of their driver's license and contact information. If they need access on another day, they will need to call the office to get another code. This allows our office to know who entered the home if any issues arise.

We ask that you take a few moments to review the material enclosed in this packet. You will find several documents that must be included with your signed management packet. Below is a brief explanation of each item:

- A signed management contract, which allows our firm to manage your property on a month to month basis. With this agreement, there are no long term contracts or early break fees; just a simple 30 day written termination notice from either party would end the contract with our firm. If you are bringing on a property that is occupied by tenants, our office must have copies of any ledgers, rental agreements, and addendums for our records. It will be of great assistance once we begin processing the tenant's new rental agreement and accounting.
- Although we ask for a \$250 retainer fee to begin managing the home, this cost is refunded after six months of occupancy. Please be sure to sign the waiver and return the retainer fee with your management agreement. In addition to these items we will also need a copy of your home owner's insurance policy, showing Ned Baker Real Estate as the additional insured. This will allow our office to communicate with your insurance company, should an emergency arise and you are not available. Please submit a copy of this policy with the remaining documents.
- The Owner Questionnaire is a critical piece of information which our office will use the most. Please be as detailed as possible when filling it out, as this form will be used to advertise the property. Be sure to include the size and type of pets you will allow. If there are any addendums needed for the rental agreement, it's essential you note the special terms on the back page of the form. Fill out the section that asks for insurance information completely and attach a copy of your homeowner's insurance listing Ned Baker Real Estate as additional insured.
- Electronic Funds Transfer is one of the newest, most exciting features allowing us to pay your monthly earnings via direct deposit. There are many benefits to receiving payments electronically. Payments typically come within a day or two of a submission from our office and will deposit directly into the account of your choosing. Not only will you receive your funds faster, it is also more secure. In addition, your owner statement will come directly to the listed e-mail account. Also, using your listed email account allows you access to an 'Owner's Portal' via Appfolio (our property management software). Once activated, this portal will allow you to view balances, paid, and unpaid bills 24 hours a day, 7 days a week! Make sure you notify us if you are interested in signing up for this feature.
- For our clients that have more than one property, to best accommodate your wishes for money transfers from property account to property account, our office must have a written authorization form on file prior to performing a transfer. This feature would allow you to pay bills from rent proceeds of another property to cover any outstanding bills you may have. We will not be able to transfer funds without this written authorization, even with previous verbal permission.

If for any reason you did not receive one of these forms or you have questions, please feel free to contact our office. We are happy to assist you in any way possible.

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Finally, we would like to take the time to explain a few details that will help ensure your home is 'move-in' ready and in compliance for a new tenant.

1. Between each and every tenancy, a professional house cleaning and carpet cleaning must be completed on a home. In an effort to remain fair, we do not charge a tenant at move out for cleaning or repairs that were not done prior to their move in. Once your home is vacant, our office will schedule these items for you along with any necessary repairs with our independent contractors. Please note, cleaning includes the removal of any personal items left, such as cleaning supplies, soaps, towels, rugs etc... Leaving these items in the home can cause tenants to feel confused and may deter them from renting the home as it can make them feel responsible for the items left.
2. Carbon Monoxide detector and Smoke Detectors must be installed in any home, duplex, condo, or unit that meets the required features, such as; forced air gas, oil heat, or attached garage, etc. The law states all Carbon Monoxide alarms or detectors must be installed in accordance with the manufacturer's recommended instructions and located in accordance with these rules and applicable building code at the time of construction or alteration of the dwelling. These must be located within 15 sq ft of all sleeping areas, on every level of the home including basements, and must be attached to the walls. Plug in detectors are allowed. The instructions to the detectors and smoke alarms must be left for the tenants use during their occupancy. Please note smoke detectors are required to have a 10 year battery and carbon monoxide detectors must have a 5 year battery, once these terms are up the complete unit must be replaced with a new detector. Listed on the interior of the alarms and detectors, you will find a manufacturers date; please notify our office of these dates so we can be sure the property stays in compliance with these rules. If you are an owner and prefer to handle your own maintenance repairs, and have already installed these in your rentals, please email info@nedbaker.com so we may note the dates these were installed.
3. If your home was built prior to 1978 and you plan to have repairs or work performed which will disturb more than 6 sq ft of the interior or 20 sq ft of the exterior in total, whether it be painting, switching light fixtures, or repairing door frames, the repairs must be done by a EPA Lead Based Paint Certified vendor. The vendor must adhere to the EPA guidelines for Lead Base Paint. (These guidelines can be found at: <http://www.epa.gov/lead/>). If you are an owner that prefers to do your own work on your rental properties at any time and these improvements will disturb more than the square footage listed above, EPA requires that you become EPA Lead Based Paint Certified. If you wish to be certified classes are available to you at the Home Builders Association. For more information on these classes, please contact them via their website at: <http://www.oregonhba.com/index.php?action=about.lead-paint> . PLEASE NOTE: This is only for homes in which you plan to receive compensation, such as a rental property. Should you have questions about Lead Base Paint, please contact Diana at diana@nedbaker.com.
4. Homes with wood burning fireplaces or wood stoves must be inspected and cleaned between each tenancy for the safety and protection of the homeowner, tenant and all other parties involved. This will automatically be scheduled between vacancies by our office, however please note, this will be at your cost. By law, the tenant is only responsible for cleaning the box insert, anything above this must be charged to the home owner. Any concerns noted on the inspection report, will be forwarded to you for review. If you read the inspection and find there are items you wish to correct, please contact our office so we may schedule them for you. By doing so, our office will hold record of these repairs for future reference, if needed.
5. Utility bills that will be received between tenancies can be mailed to us and be paid through our office if the bill is in the home owner's name C/O Ned Baker Real Estate. Should you decide to opt for this method, the utility company will require that you fill out the enclosed Application for Utility Service, for us to submit, authorizing our office to speak with their representatives regarding any changes on the account. Please note: If you have a complex with more than one unit and will be paying the tenants water, sewer or garbage bill, we require \$200 be held in reserve for these bills only if the bills come to us to pay. This reserve will be continued throughout the term of our management, if the full amount is used during a tenancy, it will be replenished by rent proceeds. Each month you will receive an owner statement listing unpaid bills, at the end of this report if it shows there are any unpaid bills please remit the balance to our office as soon as possible.

This is *a lot* of information all at once; however, we feel it is important to educate you on the rules and regulations upheld by Landlords in the State of Oregon. If you are reading through some of this information and have questions, please feel free to contact our office at 503-364-6797.

We look forward to working with you and building a lasting relationship throughout the coming years!

Ned Baker Real Estate