

Prospective Homeowner:

Thank you for choosing LiveWell Property Management to manage your rental property. We hope you choose to let us represent you. We are dedicated to offering our owners the best services available.

We are a family owned and operated business in the outskirts of Birmingham, Alabama with 15+ years of experience in the investment world of real estate. Additionally, we are proud members of the National Association of Residential Property Managers.

We offer a number of services to our homeowners which include but are not limited to:

- Property Management
- Showing and listing the property along with a weekly showing report
- Marketing and advertising across diverse channels
- Applicant screening and reference investigations
- Rental document preparation
- Rental billing and collection
- Monthly owner statement
- Walk-thru inspections
- Lease renewals
- Maintenance coordination and in house maintenance when needed to reduce costs
- Section 8/Voucher acceptance when desired

LiveWell Property Management is dedicated to providing our owners with detailed information on their homes and helping in finding them qualified tenants in a timely manner.

Please take time to review this packet to answer any questions you may have about the services we provide.

Kind Regards,

Heidi Calamusa
Heidi Calamusa
Owner



Table of Contents

Property Management Agreement.....	3
Showing and Listing the Property	5
Marketing and Advertising.....	6
Applicant Screening	7
Rental Document Preparation	8
Rent Collection and Disbursement of Funds	10
Inspections and Maintenance.....	11

Property Management Agreement

LiveWell Property Management requires all owners to sign an exclusive Property Management Agreement in order for us to represent them. A copy of this form is attached to this packet, please see Appendix A. Each homeowner needs to be sure they have read this agreement, below is a list of important facts to know about the agreement.

- **Leasing Fee:** LiveWell Property Management charges a fee equal to 75% of one month's rent when a qualified tenant is procured for the Owner. A renewal fee of 25% is charged if the tenant renews their lease.
- **Agent's Fee:** LiveWell Property Management charges a 10% management fee on all properties for the remaining 11 months of the leasing period.
 - This fee includes all marketing and advertising, showings, management and inspections while we represent you.
 - Please know this fee does not come into effect until we have found a tenant and they have moved into the property. Also, this fee is 10% of the accepted rental price, not the marketed price (if they're different.)
- **Duration of Agreement:** All management agreements are dated to last one year and are automatically set to renew to avoid any lapse in the management agreement while there is a tenant in the home.
 - If for any reason this agreement needs to be terminated it can be done using a separate form.
- **Other Fees:** If rent is paid after the acceptable time frame LiveWell Property Management charges as a late fee. This is split with you, the Owner.
- **Fair Housing:** LiveWell Property Management offer your property(ies) for rent in compliance with all applicable federal and state laws, regulations and ethical duties, including but not limited to those prohibiting discrimination on the basis of race color, religion, sex, national origin, handicap, familiar status or sexual orientation in the leasing of the property.
- **Owners Insurance:** LiveWell Property Management requires all property owners to carry and maintain insurance on their home. It is the responsibility of the homeowner to notify their insurance company that there is a tenant in their home. This may require you to change your existing homeowner's policy.
 - Also, if your insurance requires your tenants to carry renters insurance please notify LiveWell Property Management and we can provide you with a copy of the residents insurance policy.
 - Homeowners will be asked to provide a Certificate of Insurance annually or semi-annually.
- **Security Deposits:** LiveWell Property Management requires each resident to pay a security deposit equal to the amount of one month's rent at the time a lease is signed.

- Security deposits are held in a non-interest bearing trust account maintained by LiveWell Property Management.
- Security deposits are refundable to tenants at move-out. Any damages caused to the property beyond normal wear and tear can and will be deducted from the tenant security deposit.

Showing and Listing the Property

LiveWell Property Management will handle all the preparations in order to get the property advertised and also handles all the showings of the home.

- **Pictures:** LiveWell Property Management will need to gain access to the home in order to take pictures for listing. It is the responsibility of the homeowner to have the house ready for pictures. Please know that until pictures have been taken the home cannot be advertised.
- **Keys:** We ask that each owner provide LiveWell Property Management with keys to access the home. We will need at least 3 copies of the key when a resident is ready to move in. 2 keys are provided to the resident(s) and one copy of kept on file in the office.
 - LiveWell Property Management can have copies of the key(s) made for the tenants at the owner's expense.
- **Showings:** All prospective residents will be shown the home by a representative of LiveWell Property Management, an authorized agent or via a secure self-showing service where credentials are provided prior to access. All showings are logged in our system and reported to you the Owner on a weekly basis. Additionally, a representative from LiveWell Property Management will visit the property on a regular basis to ensure the home is still in good condition for showing.
- **Owner & Resident Occupied Homes:** LiveWell Property Management requests that all owners and tenants be given 48 hours notice for the showing of a home.
 - Please be advised that per the residential lease agreement signed by each resident, they are required to make the house available for showing within a reasonable time from the end of the lease term.
 - Typically this time frame is within the last 30 days before move-out and they have to be given proper notification of each showing.

Marketing and Advertising

LiveWell Property Management uses various advertising methods which include the following:

- **Yard Signs:** where appropriate, we display a yard sign in front of each property to help identify the home. Our yard signs include our name, phone number and website.
 - Please be aware that some neighborhoods have restrictions on yard signs. The restrictions can be found in the restrictive covenants.
- **Website:** LiveWell Property Management advertises all of its rentals online at our website along with all the major players for tenant placement including but not limited to Zillow, Realtor.com, Trulia.com and much more. This allows your property to show up through online searches on Google and other search engines.
- **Property Management Software:** Each property is entered into Appfolio, our property management software.
 - This enables us to post your property to our website which will include pictures and details about your home.
- **Facebook:** A good portion of the inquiries we receive come via Facebook marketing which funnel through our partner company open 24 hours a day to field calls and questions about the details and availability of showing your home(s).

Applicant Screening

LiveWell Property Management screens each applicant to ensure they are qualified to rent the home. Tenant screenings include nationwide credit, criminal and eviction searches.

Each prospective occupant 18 or older is required to fill out an application, provide a photo ID and sign a waiver permitting LiveWell Property Management to run this report. There is also an application fee that must be paid by each prospective tenant. The fee is collected to pay for the screening report generated by LiveWell Property Management.

Screening Process:

- **Credit:** The report generated by Appfolio, our management software, includes a FICA score. It also enables LiveWell Property Management to see the amount of outstanding and past due debt (if any) that a prospective tenant may have.
 - LiveWell Property Management also requires each prospective tenant provide proof of their income. This can be done with copies of pay stubs, a letter written by their employer on company letterhead or a W-2. For those self-employed we can accept 2 years tax returns.
 - We require a prospective tenant earn a combines income before taxes of 2.5x the rental price.

- **Criminal:** The report generates a criminal report for any and all charges that a prospective tenant might have had. This report is a nationwide report.

- **Eviction:** The eviction report shows any and all charges or judgements issues by any previous landlord or property management company nationwide.
 - LiveWell Property Management also requires 2 previous rental companies for all properties. Previous landlord and agencies are contacted and asked to fill out a referral for each prospective tenant.

*Please be aware that a negative report on any of the above items or a combination of these items can be the cause for an applicant being rejected.

*LiveWell Property Management offers the property for rent in compliance with all applicable federal and state laws, regulations and ethical duties, including but not limited to, those prohibiting discrimination on the basis of race color, religion, sex, national origin, handicap, familial status or sexual orientation in the leasing of the property.

Rental Document Preparation

LiveWell Property Management prepares the Residential Lease Agreement that is the lease on your home. A copy of the form as well as any addendum that may be used in conjunction with it is attached to this packet. Each homeowner should familiarize themselves with this agreement. Below are some important facts about this agreement.

- **Termination and Renewal:** Regardless of whether the agreement is set to be renewed automatically on a month-to-month basis or not each tenant is required to give 30 days (unless otherwise directed) notice prior to termination of the contract.
- **Security Deposits:** LiveWell Property Management holds all security deposit money in a non-interest bearing trust account.
- **Late Payments:** Rent is due the 1st and considered late by midnight on the 5th. If rent is not received by midnight on the 5th, the tenant will be charged a 10% late fee. Half of this is payable to the owner and is not subject to management fees.
- **Tenant Obligations:** It is the responsibility of the tenant to the following unless specifically state otherwise:
 - Use the premises for residential purposes only.
 - Pay all utility bills include but not limited to water, power, sewer and gas.
 - Tenants are required to have running water and power at all times.
 - Maintain the lawns and shrubs.
 - This includes trimming, edging and weeds. May not include things such as pine straw and mulch.
 - Dispose of garbage in the appropriate manner.
 - Abide by all regulations of the neighborhood, local and state government and anything set forth by the HOA where applicable.
 - Not abandon or vacate the premises during the initial term of the lease or renewal periods without proper notification and payments.
 - Maintain Renter's Liability Insurance.
- **Landlord Obligations:** The owner agrees to pay for all maintenance issues not caused by negligence on tenant's behalf. This includes appliances associated with the rental of the home, plumbing and fixtures, electrical and exterior maintenance.
 - Alabama State Law requires repairs be done in a timely manner.
 - LiveWell Property Management has a clause in each property management agreement that states repairs can be authorized on the owner's behalf for up to \$300. This was put into place for emergency situations in which the owner can be held liable if repairs are not made.
- **Smoke and Carbon Monoxide Detectors:** Each home is required to have a functioning smoke detector with new batteries at the initial term of tenancy.

- LiveWell Property Management requires a Carbon Monoxide Detector be present in every home where gas hookups are present, or a garage is attached.
- **Right of Entry:** The Landlord and agent are permitted to enter the residence during normal business hours for inspections and repairs with proper notification to the resident.
- **Damages:** The tenants are responsible for any and all damages caused to the property beyond normal wear and tear. This includes:
 - Nail holes – If a nail hole is put in a wall, it is the responsibility of the tenant to have it patched at the end of the lease.
 - Carpets - LiveWell Property Management requires receipts of professional carpet cleaning at move out.
 - Cleaning – The tenant is required to clean the home at the end of the tenancy and leave it in move-in ready condition.
 - If any of the above is not done, the cost of these services can be deducted from the Tenant’s Security Deposit.
- **Lead Based Paint Addendum:** If your home was built prior to 1978 both you and your residents will both be required to sign a lead-based paint disclosure addendum. This is a national requirement.
 - LiveWell Property Management will also provide both the owner and the resident with a lead-based paint packet.
- **Early Termination by Military Personnel:** If a tenant is a member of the United States Armed Forces they will be granted the right to terminate early.
 - This gives a member of the United States Armed Forces the right to break the Residential Rental Contract without Penalty for the following reasons.
 - Change of station/discharge or deployment: Orders must be submitted to management in writing and they must give at least 30 days’ notice.
 - Rent will be pro-rated to the date of move out scheduled if this instance occurs.
 - Military Personnel are still held liable for any damages caused to the property if early termination occurs.
- **Pet Addendum:** Pets are not permitted in any residence without the approval of the owner. If a pet is permitted this addendum will be attached to the Residential Rental Contract.
 - LiveWell Property Management requires each pet to be screened individually at petscreening.com. The site requires pictures and vet records for any permitted per in a residence.
 - Pet Fee: LiveWell Property Management requires the resident to pay an additional security deposit of \$200 per pet.
 - If at any time the pet becomes a problem (causing damage or not being kept as agreed) the residents are given 48 hours to have the pet removed from the home.
 - Any damages caused by the pet are subject to be deducted from the security deposit.

Rent Collection and Disbursement of Funds

LiveWell Property Management collects all rent and other money owed and disperses payments to owners and vendors.

- **Rent Collection:** Rent is paid to LiveWell Property Management by the tenants each month. Rent is due on the 1st and considered late by the 5th. If rent is collected after the 5th a late fee will also be collected and 50% dispersed to the Owner.
 - Tenants can pay with personal check, bank check, money order or online.
 - Online payments are received and receipted directly through Appfolio. Payment options include onetime payments, partial payments and recurring automatic draft.
- **Verification of Funds:** All money of held for at least 5 business days for verification of funds. LiveWell Property Management will directly deposit the funds into your account so they are available to you faster.
 - Please be aware that funds are deposited on the 10th of each month. Receipt of rent payment may affect which day your deposit is made.
- **Disbursement:** On the day of payout LiveWell Property Management deducts their 10% management fee, pays out any vendors for services rendered on the property, and deposits the remainder of the funds directly into the owner's bank account.
- **Statements:** Owners are issued a statement each month via email. Statements include a breakdown of funds for the month and include any maintenance invoices from that month. If you do not have an email address, please let us know so we can make arrangements to mail out your statements.

Inspections and Maintenance

It is the goal of LiveWell Property Management to keep all properties well maintained.

- **Walk-Thru Inspections:** LiveWell Property Management conducts periodic walk through inspections on all properties under our management.
 - These inspections are conducted 2-4 times a year as necessary. Some inspections may be waived or delayed if previous inspection reports have been satisfactory.
 - Inspections include all plumbing fixtures, HVAC units and filters as well as a check of all rooms inside the property and an inspection of the exterior.
 - Owners will be sent an inspection write-up after each inspection is completed.
 - These inspections help to ensure the property is being maintained and also allow us the opportunity to do preventative maintenance.

- **Maintenance:** It is the responsibility of the owner to perform all maintenance not related to tenant negligence.
 - LiveWell Property Management works closely with vendors to coordinate any and all repairs including scheduling and payment.
 - Please note: if you have an outside vendor, you wish to perform repairs not hired through LiveWell Property Management please have them contact us to schedule the repair with the resident.
 - Vendors are not allowed to enter the home without permission of LiveWell Property Management and the resident.