



## Property Management Services

### Market Analysis

We are constantly evaluating the rental market to be sure that your units are priced optimally. If rents are too low, there will be an obvious loss of revenue. If rents are too high, units will take a long time to rent, and the revenue lost due to vacancies will negate any gains from the higher rental rates. We take rental market conditions, property condition and your expenses into account when recommending a rental rate.

### Advertising

Having an empty unit is the same as losing money. To fill your vacancies faster, Orange Ave. harnesses the power of the internet to advertise your listings and get them filled faster. From sites that have become commonplace, like craigslist and Google, to state of the art Web 2.0 apps like Aloqa and Layar, your vacancies can now be seen by millions of people worldwide.

#### Our Current Advertising & Syndication Outlets:



hotpads.com



the real estate search engine



- 276Rent.com
- ExpressMilwaukee.com
- Postlets.com
- Backpage
- DotHomes
- Enormo
- Google Base

- HotPads
- Local.com
- Lycos
- Oodle
- Trulia
- Vast
- Military.com

- Trovit
- Aloqa
- RentedSpaces
- Yakaz
- Layar
- Twitter
- Facebook

### Tenant Screening

We always say that 95% of your tenant problems can be eliminated in the screening process. You probably find it difficult to relax when you have vacancies. So getting it rented is the main idea, right? Well, from now on, let's say getting it rented to a **properly qualified tenant** is the main idea. Orange Ave. uses a comprehensive screening process to ensure the possible tenants are properly qualified tenants.

All Applicants	Additional Services (additional fee required)
Wisconsin Criminal Background Check	Telecheck Verification
Wisconsin Eviction Check	Previous Address Tenant History
Employment Verification	SSN Fraud Verification
Income Verification	Nationwide Criminal Background Check
Rental History Verification	Nationwide Eviction Check
Sex Offender Registry Check	TenantSelect Credit Decision
	Home Visits

## **Showings**

Units are promptly shown to prospective tenants at their convenience. Our staff of agents means no more missed opportunities due to hectic schedules.

## **Lease Signing**

Once a tenant has been accepted, we secure a written lease. Our leases are carefully designed to help protect the owner from problem tenants and executed by a licensed Wisconsin Real Estate Broker.

## **Rent Collection**

Rents are due on the 1st of the month. Payment can be mailed or dropped off in person at our offices. In the near future, we'll be adding the ability to pay online or through automatic payment through the tenant's credit card or checking account.

A 5 day grace period is given for late payment. Failure to pay by the 5th will result in penalties. Any tenant who does not pay their rent by the 10<sup>th</sup> day of the month will be served with a 5-day notice to quit or pay rent - the first step in the eviction process.

## **Inspections**

Occupied properties are inspected quarterly for signs of damage, general upkeep, or other problems that require attention. More frequent inspections are available for high risk properties. Tenants are required to participate in a move-in inspection with their property manager. When a tenant moves out, we will perform a comprehensive inspection and compare the condition of the unit to the way it was when the tenant moved in referencing the Move In Inspection report.

## **24/7 Service**

Our office hours may be 9-5, but we're not. Calls to our after hour emergency line are immediately routed to our on call agent. We'll do our best to talk the tenant through a short term solution before dispatching maintenance personnel for an emergency repair.

## **Financial Reporting**

Each month you will receive an income statement. We also send copies of all maintenance work orders for the month. At tax time, you can give your year-end financial statements to your accountant to help in preparing your Schedule E.

## **Evictions and Legal Actions**

In the unfortunate event that a relationship with a tenant results in legal action, our in-house counsel work towards evicting the tenant and recovering damages for you.

## Maintenance

Controlling costs is a key property management objective. On one hand, property owners must be prepared to invest in the proper level of maintenance and repair of their units to attract and retain quality tenants. On the other hand, there is always the concern of keeping costs under control to maintain cash flow and profitability. Our property managers are well aware of these trade-offs, and will work diligently to strike a balance to maximize your long term return on investment.

Our team of bonded and insured maintenance technicians are prepared to handle a wide range of services. Whether it is a simple light duty task, a complex job involving mechanical systems, or an emergency service call, our professionals will provide prompt, quality workmanship at competitive rates.

We can perform a wide range of services, including:

- Preventative Maintenance
- Interior and exterior painting
- Drywall repairs
- Carpentry
- Mechanical system repairs and upkeep
- Inspections
- Green Power Upgrades
- Project Management
- Pool Maintenance
- Groundskeeping
- Cleaning

Our staff is available during normal business hours for issues related to building maintenance, and can be reached after-hours through our 24-hour answering service.

As an added convenience to residents, service requests can be submitted to us through our website.

For jobs we are unable to perform with our staff, we aggressively bid contracts out to proven vendors and manage their work.



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