**Property Management Responsibilities for Long Term Rentals**

1. **Rent Responsibilities**

We are responsible for dealing with rent issues.

* Our understanding of the Maui market, locations, and clientele they help us set the initial rent level.
* We collect the rent and are responsible for ensuring optimal cash flow by setting a firm date for rent collection and strictly enforcing late penalties.
* Failure to Pay Rent
  + We demand payment of rent any time after it is due. We notify the tenant in writing that unless payment is made within five business days after tenant receives the notice, the rental agreement will be terminated. If the tenant does not pay the past-due rent in full after receiving the notice, tenant maybe sued. Owner will any costs relating to eviction of tenant including court courts.
  + We will provide a notice to the tenant by certified mail or by hand delivery. If this is not possible, the law allows posting a notice in a conspicuous place on the dwelling unit.

### ****Evaluate the property and determine an accurate rental rate****

We gather data on rental rates in the area to determine the optimal rental rate. Rent research will vary but includes looking at the recently rented like kind properties.

* We may suggest rent adjustments. There can be a necessity to decrease the rent, but there can be a rent increase depending on the market. Changes in rent may be dictated by County regulations and laws.
* We perform inspections of the interior and exterior including photos and inventory.
* We make recommendations on repairs and cosmetic improvements that maximize monthly rent while providing good ROI.
* We install a lock box for access to the premises.

1. **Attracting Tenants**

Vacancies are filled by Maui Rental Connections. It is our role to find new tenants who are a good fit for the property. We advertise the space effectively with professional photos and meet with potential tenants, showing them the features of the premises. We list the property on our website [www.mauirentalconnections.com](http://www.mauirentalconnections.com) as well as other advertising venues:

* Facebook Marketplace
* Zillow
* Realtor.com
* HotPads.com
* Apartments.com
* Craigslist
* Homes.com
* Turbo Tenant

1. **Making the Property Rent Ready**

Maui Rental Connections works with Owner to ensure the rental property is ready to show to new prospective renters.  “Rent ready” means the property has been cleaned, repaired, or remodeled and that it is in rent-able condition for new tenants.

* **Endure professional top-to-bottom interior cleaning**
* Test and service appliances
* Optimize interior appeal, deodorize
* Search for and eradicate mold
* **Paint, repair, and fix**
* Pest free.
* Everything working in tip-top condition

1. **Screening Tenants**

Maui Rental Connections carefully screens possible tenants as they apply for the advertised property. The screening process can differ but often includes running credit checks and checking references and/or proof of employment and income.

* We field calls, texts, and emails from prospects for questions and viewing appointments.
* We meet prospective tenants for showings.
* We provide prospective tenants with rental applications.
* We perform a background check to verify identity, income, credit history, rental history, etc.

### Tenant Move In

### Once a tenant has been chosen, confirmation is given, and all paperwork is provided to the new tenant. Then the efforts continue to make sure there is a smooth move-in.

* We ensure all agreements have been properly executed.
* We review lease guidelines with tenant regarding things like rental payment terms and required property maintenance.
* We ensure utilities are placed in tenants name.
* We perform detailed move in inspection with tenant and have tenants sign a report verifying the condition of the property prior to move-in.
* First month’s rent and security deposit are collected.

1. **Point of Contact**

Generally, our main goal is to keep the tenants happy. We take care of our tenants and we are there to handle complaints and issues.

* If a tenant is in conflict with another tenant, we mediate and resolve such issues.
* We responsible for solving any complaints or meeting needs that tenants may have regarding the property.
* We are the main point of contact for all Associations and AOAO.
* We inform tenants of services such as pest control and other notices that pertain to their property.

1. **Maintenance and Repairs**

Maui Rental Connections is responsible for keeping the property in a safe and habitable condition.

* Maui Rental Connections informs owner when repairs or renovations are needed, we hire qualified people from a network of reliable handyman, contractors, plumbers, carpenters, and electricians.
* A Maintenance Escrow account is set up by the owner to ensure that adequate

funding levels are available. Owner shall be notified for prior approval if expenditures exceed the Escrow account except in a situation that is considered an emergency in the judgment of Maui Rental Connections.

* An overall inspection of Owners rental property will be performed every six months. Inspection includes checking batteries, filters, light bulbs, fire extinguishers, ceiling fans, and water heaters; $100.00, plus material needed, billed semiannually.

1. **Knowledge of Landlord-Tenant Laws**

Maui Rental Connections is the first line of contact in an eviction or dispute. We will recommend professional services that provide legal processes for legal notices and evictions.

1. **Managing and Maintaining Financial Records**

Maui Rental Connections is also responsible for maintaining the financial records and keeping detailed records. We collect all rental funds for the Owner and deposit the same in a special trust

account in one or more FDIC commercial banks and provide a monthly statement of revenue and expenses. For an additional charge, we can file GET taxes for the owner.

### Tenant Move Out

### Once the tenant gives notice to vacate, the property will be marketed for rent again. Tenant is responsible to leave the premises in the same or better condition than received.

* We inspect the unit and fill out a report on the property's condition when notice is given.
* We provide tenant with a copy as well as estimated repairs needed.
* We review property after tenant has moved out; inform tenant of any deficiencies.
* Security deposit is returned less cost for repairs and/or cleaning.

**There are some services that arise during the management of rental properties. These services are performed by Maui Rental Connection but are outside of the normal responsibilities of property management contract. They are charged to the owner as an additional fee.**

All administrative coordination and projects, out of the normal management services.

* Emergency services, maintenance or repairs that are necessary after normal business hours, including weekends and Holidays will be charged admin fees.
* Charge of $45.00 per hour plus cost of any services necessary by Maui Rental Connections.
* State of Hawaii Tax Reporting Services at a fee of $35.00 per month