



austin property team  
investments | leasing | management

# Management Services Guide

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## Executive Summary

Austin Property Team (APT) was founded by husband and wife, Brent & Susan Bockholt in the Spring of 2008. They have been investors for the past 10 years and struggled to find a management company that met their needs. Therefore, they decided to start their own real estate brokerage with a focus on property management and real estate investing.

Brent started his real estate career with a custom home builder as their business development manager. He learned a lot about contracts, negotiations and the building process. From there he joined Coldwell Banker United as a Realtor for 2 years until they started APT in 2008. Susan started her career with e-executive realty in 2003. She obtained her broker's license in 2008 before starting APT. She completed her real estate licensing because of the need to manage her father's rental properties after he passed. During this time is where she learned the ropes of being a property manager. Starting with one duplex in south Austin their personal portfolio has grown to 20 plus units. Austin property Team now manages 250 doors and growing.

As investors themselves they understand both sides of the business. An owner's bottom line depends on tenant occupancy and minimal turnover. The longer a unit stays vacant the more money the investor loses. APT does extensive marketing online, partnering with organizations and other realtors and through sign advertisement to find their tenants.

We look forward to the opportunity to work with you and if you should have any questions please do not hesitate to call.

mailing address: P.O. Box 13303 Austin, TX 78711  
physical address: 2101 S I-35, #201 Austin, TX 78741

(512) 686-5454 office  
(512) 949-5026 fax  
[info@austinpropertyteam.com](mailto:info@austinpropertyteam.com)  
[www.austinpropertyteam.com](http://www.austinpropertyteam.com)

At Austin Property Team (APT) we are committed to making your experience with us pleasant and profitable. We have put together this packet to layout some of our services and tools we offer our clients.

Some of our tools and services include:

-  Experienced investors that understand owner's needs
-  Marketing property for lease online and print
-  Tenant procurement
-  Extensive tenant-applicant screening;  
credit, rental history, employment, criminal background checks
-  Owner portal for viewing statements, expenses & paying bills
-  Lease negotiation & execution
-  In-House brokerage services
-  Long time vendor relationships
-  Tenant web portal for rent payments  
and maintenance requests
-  24/7 emergency maintenance services
-  Accurate, efficient and detailed accounting
-  Make-ready consulting & execution
-  Extensive knowledge of local and state laws

## about our services

### marketing online & print

We understand that tenant occupancy and retention are the most important aspects of an investor's property. At APT we strive to get your property the most exposure possible. Since many tenants find rentals online we feel it is important to saturate the web as much as possible when advertising your property for lease. Not only do we advertise online but also in many publications around town. Our marketing plan is individually customized for each property we lease. Below are some websites where we post your lease:

- [Oodle.com](http://Oodle.com)
- [Rentbits.com](http://Rentbits.com)
- [Rentals.com](http://Rentals.com)
- [RentalHomesPlus.com](http://RentalHomesPlus.com)
- [FreeRentalSite.com](http://FreeRentalSite.com)
- [Rentlinx.com](http://Rentlinx.com)
- [Rentmyhome.org](http://Rentmyhome.org)
- [Condo.com](http://Condo.com)
- [Cazoodle.com](http://Cazoodle.com)
- [RentLizard.com](http://RentLizard.com)
- [RentalAds.com](http://RentalAds.com)
- [OLX.com](http://OLX.com)
- [HomeTownRent.com](http://HomeTownRent.com)
- [Vast.com](http://Vast.com)
- [Googlebase.com](http://Googlebase.com)
- [Tenant.com](http://Tenant.com)
- [HotPads.com](http://HotPads.com)
- [MyNewPlace.com](http://MyNewPlace.com)
- [RentJungle.com](http://RentJungle.com)
- [Trulia.com](http://Trulia.com)
- Austin Board of Realtors MLS

## screening & background checks

APT does extensive background checks through our property management software. This is a very important piece of our tenant procurement. We run criminal checks, rental history, employment verification and credit checks on all applicants.

## end of month process

(End of month – 10<sup>th</sup> of each month or next closest business day)

The following processed by APT representative

1. End of Month Close out– 10<sup>th</sup> of each month or next closest business day
2. Owner's statement can be retrieved via owner portal by the 10<sup>th</sup> of the month or next closest business day. If owner request another means by which they would like to receive their statement that request must be made in writing and approved by APT.
3. Check will be cut and sent via bill pay or through direct deposit from APT bank account on the 10<sup>th</sup> of the month or the next closest day for owner draws. For direct deposit, APT needs the following information:
  - a. Routing Number
  - b. Bank account Number
  - c. Type of Account (Checking/Savings)
4. All Rents and expenses recorded after the 10<sup>th</sup> will be posted on the next month statement

APT has the right to change the day of close out depending on extenuating circumstances. APT will notify owners of any changes made to the close out period whether changes be temporary or as a permanent policy change.

## maintenance charges

APT has contracted maintenance crews. APT maintenance fees are billed at \$35/hr for labor plus materials unless otherwise predetermined with owner. APT charges an initial service fee of \$35 for all maintenance requests. All "specialty" maintenance services, such as plumbing, electrical and HVAC that need to be performed outside of APT's skill set will be billed directly to owners.

## fee schedule

### landlord fee schedule

Description	Cost
APT Management Fees	8% or 10% of gross monthly rents*
Lease renewals	\$150 FLAT FEE
New leases	80% or 30% of first month rent**
Reserve Fee	\$250***

\*Percentage based on rental rate, # of units and condition of property

\*\*If tenant has representation then APT splits commission with other agent. 80% if opt for 8% management fee; 30% if opt for 10% management fee

\*\*\*Typically used for eviction filings

## what our management fees cover

Our fee of 8-10% cover most of the day to day tasks involved in property management.

- collecting rents
- complete bookkeeping services including year-end 1099 tax form
- On-call 24/7 emergency maintenance service
- posting for service calls, breaches of lease and vacate notices
- filing evictions

## references

The references below are a combination of clients and real estate professionals that have referred investors to us or that we currently manage for. Please feel free to call any of them with questions regarding our integrity and commitment to our clients.

### references

Tammy Templin (agent)	(512) 796-5559
Helen Hopson (owner)	(512) 350-7121
Erik Beguin (owner)	(512) 7508530
Mathew Horne (owner)	(512) 329-5547
Tom Mahnke (agent)	(512) 497-0055
Yusuf Johnson (owner/agent)	(512) 419-8020

## about our tools

### online access : investors portal

Our clients can access real-time information regarding their rental properties online from our owner portal. This convenient service allows you to view your statements online, communicate with the management team.

You will receive login information to our portal once our management paper is completed. Please make sure to save your login information so you can access the portal at a later date.

### checking or savings payment processing

For our owners convenience we have online ACH draft from checking or savings.

### online access : tenant portal

Our tenants can access real-time information regarding their leases online from our tenant portal. This convenient service allows them to submit work orders, pay rent via ACH and view their leasing documents conveniently from anywhere in the world. This again is another way we are doing our part for the "green" movement.



## about our standards

### what we expect from our owners

We are committed to uphold a standard of professionalism, integrity and accountability with our clients. These principals are part of our day to day operations and ensure a seamless and solid management system. As we have set these standards for ourselves we expect the same in return from our clients. Therefore, we count on our owners to be prompt at paying bills on time and have a willingness to maintain their properties to a higher measure.

If tenants are up to date on their rent, our crew is quick and responsive to those tenant's maintenance requests. Our maintenance policy states that repairs exceeding \$250 must be approved by the owner unless predetermined. Therefore, we ask that our clients are as prompt in approving these service requests as we are in getting them completed.