

HARCOURTS PENINSULA PROPERTIES

A DIVISION OF LK Ventures LLC

Single Family Housing Presentation

If you've owned investment property for any length of time, you know that managing a rental can be financially rewarding. At the same time, you've also likely discovered that property management requires a large commitment of time and effort.



CHOOSING THE RIGHT PROPERTY MANAGEMENT COMPANY FROM AMONG THE DOZENS IN THE KITSAP PENINSULA AREA CAN SEEM LIKE A DAUNTING TASK. BEFORE DECIDING WHICH COMPANIES TO PUT ON YOUR SHORT LIST, SIT DOWN AND IDENTIFY YOUR NEEDS AND GOALS FOR THE PROPERTY IN QUESTION:

1. Do you need full property management services, or do you want help with only certain aspects of your business, such as leasing?
2. Would you prefer to work with a large company that has multiple locations and lots of resources, or would you rather work with a more boutique business?
3. Do you want to be involved in the day -to -day management tasks such as maintenance? Do you need a manager to live on-site?



We have a "TEAM" concept, together our individual talents and strengths make up one great property management force! We have two licensed Property Managers who are capable and knowledgeable of handling all aspects of the business and a leasing agent who focuses on showing our properties to its best advantage.

Lisa Johnson, Designated Broker and Property Manager the Manager of a successful real estate and property management company. She has a degree in Para-Legal and has been working in the real estate industry for over 20 years. What sets Lisa apart from other real estate professionals is her extensive experience in bookkeeping as well, with an additional 5 years of experience. As the Manager, Lisa is responsible for and oversees the entire team of property management personnel, making sure all the operations of the company run smoothly. She also works hard to ensure that everyone involved in the real estate sector, from owners to tenants, follows the guidelines set by the Landlord Tenant Act and all HUD regulations. A previous military spouse, Lisa has also gone through a lot of military transfers over the course of her career, which has no doubt helped strengthen her organizational skills and determination to succeed. Despite all the travel and personal changes, Lisa has stuck with her goals and with her hard work, devotion and excellent management skills she has helped build the company from the ground. Lisa is an incredibly organized, detail-oriented individual who knows how to get the job done efficiently and effectively. With her excellent problem-solving skills and sharp mind, she has been a great asset to the real estate industry, and has helped the company reach new heights. If you need someone you can count on to get the job done, Lisa is your go-to-person.

Brookelyn Turner, Leasing Agent/Assistant Property Manager has been around the real estate and property management business since she was teenager. Since my introduction, I have become a marketing guru, a creative thinker, and a go-to person for the tech-inclined. That experience and her customer service experience and commitment to service has enabled her to understand the specific needs of each individual client. This knowledge enables her to provide a high level of service, ensuring that our clients are satisfied. She is trustworthy, reliable, and extremely organized. Her technical know-how and creative approach to problem-solving are a much needed asset. Her skills in mediation are much appreciated by all.

Our "TEAM" concept includes a wonderful support staff.
An office manager, an administrative assistant and our Designated Broker

Debbie Stiglich, Assistant Property Manager is an accomplished professional with more than five years of experience in customer service. She has an innate ability to build positive, trusting relationships with customers, allowing her to gain their trust and confidence. She's an excellent communicator and quickly solves customer problems with her attention to detail, critical thinking and organizational skills. She demonstrates impressive problem-solving and relationship-building skills, which have helped her excel in the property management industry. She has a unique ability to evaluate complex situations and identify creative solutions to maximize opportunities. Her well-developed time-management skills allow her to respond to customer problems and requests quickly and efficiently. Debbie views her career in the real estate sector with great enthusiasm and continuously looks for new opportunities to excel.

George Catron, Maintenance Manager (multi-units) as a general contractor he has an entire foundation of knowledge, experience, and established business relationships within the community. This ensures the most effective completion of work to ease the burden of owning & maintaining rental properties. His goal is to partner with owners to create a game plan to enhance their investments by handling day-to-day repairs and maintenance, renovations, plus handling late-night emergency calls and urgent repair needs with the help of local vendors.



EXPERIENCE

Each of the property managers must maintain a real estate license with 30hrs of continuing education every 2 years. We have weekly meetings to discuss current issues happening in our area and office, attend monthly NARPM meetings and a yearly convention that keep us up to date on issues happening on a larger scale.

We have a collective 85 years in the Property Management business.

We provide state-of-the-art online property marketing, management and accounting software and web based, real time owner and tenant portals with RentVine and maintenance with Property Meld.

Availability and Communication

Our office Hours are Monday- Friday 9am-5pm respectively and weekends by Appointment

We have flexible hours for showings and presentations with owners by appointment.

We have a preferred vendor who handles our 24/7 after hour emergencies.

We do our best to respond to phone calls, emails and texts within 24 hours during business hours.

Our RentVine & Property Meld systems have automated emails for maintenance requests and completion and Tenant payments and notices of lease renewals or move out notices.



OUR SERVICES: FULL MANAGEMENT

- ☐ We recommend a rental price, advertise and show your property
- ☐ We investigate and approve the qualified Applicant
- ☐ We prepare the condition report and video
- ☐ We prepare the rental contract and sign the tenants
- ☐ We hold the security deposit in trust and complete the move out
- ☐ We collect the rents and pay the expenses
- ☐ We disburse your monthly rent proceeds
- ☐ We prepare the monthly, yearly, and 1099S Tax reports
- ☐ We provide an Owner's Portal for up -to -date accounting and communication
- ☐ We handle all tenants' queries and concerns
- ☐ We coordinate maintenance requests and vendor work orders
- ☐ We conduct interior inspections every six months
- ☐ We educate you on Landlord Tenant Law



OUR SERVICES: TENANT PLACEMENT



- ☐ We recommend a rental price
- ☐ We advertise and show the rental property
- ☐ We screen and approve the qualified Applicant
- ☐ We prepare the condition report and video
- ☐ We prepare the rental contract
- ☐ We coordinate with the tenant(s) to sign all documents

- ☐ You get the contract and contact information
- ☐ You get the security deposit and complete the move out. You get all the daily management of your rental.

PRACTICAL SKILLS OVERVIEW



We use RENTRANGE and RENTOMETER as Comparative Market Analysis tools which uses our local rentals to reach a rental price for your property.



We use RentVines accounting system and owner/tenant portals for the trust account. We provide monthly and yearly statements, rent rolls, income and expense comparisons and tax form 1099 for owners.



We use [Property Meld](#) maintenance system to enter, assign and track maintenance workorders and seasonal preventative maintenance plans that you may have for your property.



We have several preferred licensed bonded and insured vendors to help with our maintenance requests. If you have a preference, we will be more than happy to use them and pay from the trust account provided they are licensed bonded and insured.



We conduct interior inspections using [Z-Inspector](#) every six (6) months to ensure we know the condition of your home/complex and to schedule the appropriate preventative maintenance with your approval.



We provide quarterly newsletters to tenants to remind them of upcoming maintenance, upcoming community events, and legislative news concerning housing.

COMPARATIVE MARKET ANALYSIS AND ADVERTISING:



- We determine the rental prices by continuously researching the current rental market and using RENTRANGE & RENTOMETER. The CMA gives us information about rentals similar to yours (in size, amenities, and location) that are either on the market or have rented in the past 3 months. We look at the time on market, what it actually rented for and if there were any extenuating circumstances.
- We use [Tenant Turner](#) Scheduling App. They advertise our available properties through Internet Advertising at our HPP website (www.penppm.com) Zumper, Facebook, Apartment Advisor, Apartment List, Apartment.com, Realtor.com, Rental Source, Google, Yahoo, Bing, My New Place, just to name a few. We utilize Navy Housing Referral Office covering Naval Station Kitsap, Submarine Base Bangor, Puget Sound Naval Shipyard (PSNS), Naval Station Bremerton, and Keyport Underwater Engineering Station, Realtors (Realtor's Client Guarantee Program), and yard signage.
- We are trained to follow the guidelines provided by Equal Opportunity and Fair Housing Laws in our advertising and Tenant Approval Process.

HOW WE QUALIFY TENANTS-

THE FOLLOWING INFORMATION WILL BE ACCESSED IN THE TENANT SCREENING PROCESS:

- **Income Requirements:** Applicants must have current, consistent, and verifiable employment of at least a 6-12 months and make 3 times the rent. Applicants must provide verification from Employer or copies of at least 2 months current consecutive pay stubs. Retired applicants must provide the following: Previous 3 months bank statements indicating the monthly direct deposit, OR provide the documentation indicating monthly income, (i.e. government letter of social security, disability income, or retirement (i.e. welfare, child support, alimony, etc.)
- **Verifiable Residency:** Applicants must have 2 years of verifiable resident history.
- **Credit Check:** Applicants with less than good FICO credit scores are considered but with higher advance funds prior to move-in. Consideration does not guarantee acceptance. We use information supplied by Experian, Equifax, and Transunion.
- **Criminal Background:** We run a National Criminal Search in all 50 states. Any applicant with convictions of a felony, adjudication withheld, or Misdemeanors that are drug related charges, sexual offenses or violent and non-violent crimes against persons or property will not be accepted for residency. If an arrest record exists, applicant must submit proof of final disposition of innocence or case being dropped.

RENTVINE AND CUSTOMER PORTALS

- **RentVine** is a “Cloud”- based integrated accounting platform created by Property Managers for Property Managers. Owners can enjoy real-time access to their property performance anywhere, anytime. It provides electronic statements, notices, automatic communication “alerts”, self service customer portals, marketing tools, tenant screening and payment solutions.
- **Owner Portals**- gives owners the same visibility that they’ve come to expect for tracking their stock portfolios. It offers real time visibility of accounting, maintenance work orders, contracts, allows collection and owner payments electronically, and tracks communication created in the portal.
- **Marketing Tools**- centrally stores everything we need to design a professional listing complete with photos, descriptions, pricing and availability. Once the listings is ready, it taps into millions of prospective renters by posting to various property management rental websites
- **Tenant Screening**- an online application that allows prospective tenants to pay their application fees electronically and send us real-time screening results for credit and criminal background checks.
- **Payment Solutions**- The self-service Tenant Portal allows tenants to view their ledger, pay rent with a single or recurring debit to a bank account for quicker and easier on time rent collection.



Maintaining your Property



zInspector

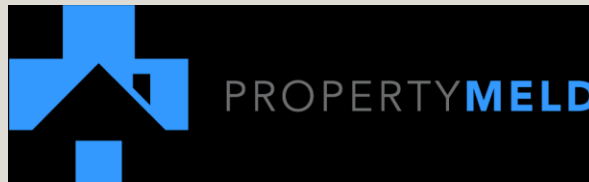
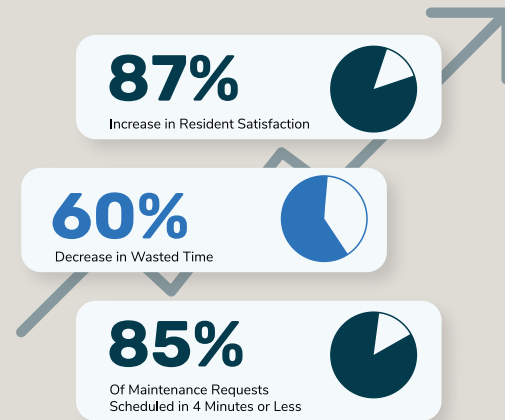
Using [ZInspector](#), we prepare a written condition report and take pictures that we use to create a video file of the property at each new move in. This documentation assists us at move out. The video files are rather large and can be transferred using Dropbox or a YouTube link. They are maintained on our server and backed up on Idrive.com

We conduct periodic property assessments every 6 months. In a one -year lease we will complete one at move in, one around the 6- month timeframe and one at either lease renewal or lease end. We do identify and may request preventative maintenance, damage and normal wear and tear work orders items. We also note any future concerns i.e. Painting, cleaning items Seasonally. A copy of the assessment will be sent to you for review.

We work with local vendors to offer quarterly preventative bundles to keep your home maintained seasonally.

We only use licensed, bonded and insured vendors that have signed a contract with our company. The contract allows us to pay most invoices on the 6th of the month instead of due on demand ; gives our work order requests a priority timeframe and most have a slight discount. We are willing to use your personal vendors as long as they are able to complete the work orders in the timeframe required by law. All appointments must be made through our office. They can only be paid from the trust account IF they are licensed, bonded, insured.

MAINTENANCE REQUESTS- PROPERTY MELD IS OUR ANSWER



- It's a software that streamlines the maintenance process and improves satisfaction for all parties. This means HPP- the management company, your residents, and maintenance can stay in constant communication and perform repairs at lightening-fast speeds.
- [Property Meld's](#) goal is to keep renters happy, keep owners up to speed, and maximize the performance of the maintenance team. We know happy renters equal renewing rentals!
- Meld (Maintenance) requests are placed in the system and the Property Manager assigns the repair or sends a self- help video for items like unjamming a garbage disposal, resetting a GFCI, & changing batteries to smoke detectors.
- Repairs are made simple for the Tenant, Vendor, and Property Manager while keeping the Owner updated on his/her Property.
- Owners have a Property Meld User account; are kept in the loop through each step of the process. Owners have the ability to respond to the Property Manager via Meld Chat.
- Owners may also communicate in Meld Chat through email and or text messaging.
- Owners can approve/reject maintenance repair proposals
- Invoices can be created, managed and exported directly from Property Meld to RentVine.

Residents Benefit Package

Benefits so good, they may never want to leave.

We have partnered with Second Nature and Pest Share to provide our tenants with some awesome tools- at a great cost- that protect and help maintain your property.

It's a win- win.

Second  Nature

**PEST
SHARE** 

Harcourts
Peninsula Properties



Resident Benefits Package

"I'm getting way more out of renting than I ever did before"
- Helen S.

Featured In:



Benefits so good, you may never want to leave.



At **Harcourts Peninsula Properties**, all of our residents get the #1, most-awarded experience:



Filter Delivery Service

Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs for eligible properties.



24/7 Maintenance Coordination

It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



Home Buying Assistance

For those who want to move onto homeownership, we'll help you get there.



Online Portal

Access your documents and pay rent through our easy to use online portal.



Pest Share

Includes bed bugs, ants, carpenter ants, cockroaches, spiders, clover mites, fleas, earwigs, rats, bees, crickets, mice, wasps, elm seed bugs, gophers, yellow jackets, box elders, hornets, ticks, and wildlife (raccoons, rock chucks, squirrels).



Credit Building

We report every rent payment so you build credit. Average increases of 23 to 42 points in resident scores, so you can qualify for more and save hundreds. We can report up to the past 24 months for an immediate boost.



Resident Rewards Program

Rent day is now rewards day. You'll get cash, giftcards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



Utility Connection Concierge

One call sets up utility, cable, and internet services - and helps you get the best promos and discount codes available.



Vetted Vendor Network

Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.



More

One time waived late or NSF fee per lease term.

SOME OF OUR PREFERRED VENDORS

Appliance Repair:

Brinkeroff's Appliance

Cleaning Companies:

Kim Hilgart

Spring Cleaning

Cascade Carpet Cleaning

Superior Chimney Sweeps

Pest Control Companies

Sound Pest Control

Sunrise Pest Control

Cascade Pest Control

General Contractors:

Kitsap Repair Service

All In 1 Services

Waterworx Plumbing and Maint

Heating, Cooling, HVAC

A&M Heating

Peninsula Heating and Cooling

Electrical issues:

George Electric

Avril Construction

Landscaping:

Green Harbor Landscaping

JDS Lawn Care

Plumbing Companies:

Port Orchard Plumbing

Collins Plumbing

Herdman PLumbing

Roofing Companies

JR Home Services

Cloise and Mike Construction

Blue Cedar Construction

Septic

Kitsap Septic Pumping

Arness Septic

Dano's Septic

Lock Smith

King's Mobile

HOME- OWNER'S INSURANCE REQUIREMENTS

- When Harcourts Peninsula Properties is hired, we perform a variety of different services on behalf of the Owner. In general, Harcourts Peninsula Properties does not have a financial interest in the home as we are not part Owner. However, we do take on the risk and liability as if we were a Homeowner.
- Harcourts Peninsula Properties does carry E&O Insurance and General Liability insurance, but this only offers protection from claims that are a result of the services provided by the Property Manager. It does not offer any protection against matters concerning the home itself.
- In essence, Harcourts Peninsula Properties assumes all the liabilities of a home- owner but our insurance policies do not offer the same type of protection as a Landlord insurance policy. This leaves us vulnerable to claims and lawsuits arising from the property itself. Some examples of where the Property Manager would not be covered by their insurance policy include someone injuring themselves at the property, burglary, fire, water leaks, etc.
- A typical Landlord insurance policy will protect the Homeowner against claims arising from these examples, however coverage is not provided to Harcourts Peninsula Properties. To solve this problem, we require the Landlord to add Harcourts Peninsula Properties to their insurance policy as an additional insured which then extends this coverage to Harcourts Peninsula Properties.

RENTER'S INSURANCE

1. If your property catches fire, through no fault of the tenant, the owners insurance does not cover the tenants personal property or expenses they may incur while the property is being repaired. Who might they come after if they have no other protection?
2. If your tenants cause their neighbors to suffer a loss, through bodily injury or property damage, their Renters Insurance will provide protection that would compensate the injured party. This protection can prevent arguments over liability between you and your tenant, and who might the neighbors come after if they have no other protection?
3. If someone sues your Renter for monetary damages for some other reason, and they haven't done anything illegal, their Renters Insurance puts Insurance carrier money on the table and as the landlord you don't need to be involved.
4. Your tenant's personal property is protected (less the deductible) while they are away from home, like in their car, or when traveling. If they loose something that is of value to them they may have fewer resources to pay your rent.
5. They can get cross line discounts on their auto insurance, which will save them money while protecting more of their stuff. Depending on how expensive their auto insurance is, their Renters Insurance might even be FREE! And, they might not even know that! That certainly wouldn't hurt your standing with them!
6. It gives you peace of mind to know that should a loss occur, you won't have to deal with the Renter's loss, and you can concentrate on repairing any damage to your property!
7. Having the funds readily available to replace lost items will reduce the strain on your relationships with your tenants.
8. You will have fewer problems than other Landlords, assuming everything else is equal, so you will have more free time!
9. You never have to worry about your tenants not being covered.
10. It's very inexpensive, and easy to obtain a policy. A typical policy covering up to \$15,000 in property damage and \$100,000 in liability coverage cost under \$200 per year.

Written into our lease agreements is a provision that advises the Tenant to carry renter's insurance to protect tenant from any such loss or damage.

We as a property management company cannot require it. However, as the homeowner you can require tenants to carry renter's insurance. Your request must be in writing. We "suggest" you make it part of your directive in our management agreement.



PET POLICY

TYPES AND NUMBER OF PETS ALLOWED BY HPP:

EACH OWNER CAN MAKE THEIR OWN LIMITATION ON NUMBER OF PETS ACCEPTED- IF ACCEPTED.

Service/ESA/Therapy Animal provides assistance whether physical, therapy, or emotional to a person with disabilities and is needed as a reasonable accommodation to an individual with disabilities as defined by Fair Housing laws. They count towards the maximum number of pets allowed. They must be accepted regardless of an owners' usual preference for pets.

- **Maximum number-** is four (4) according to Kitsap County regulations.
- **No wild pets are permitted** – such as birds (except those that are caged), chinchillas, ferrets, fish (in tanks 20 gallons or more without adequate insurance naming Harcourts Peninsula Properties as additional insured), iguanas, monkeys, pot-bellied pigs, rabbits, raccoons, rodents of any kind, skunks, snakes or reptiles of any kind, tarantulas, scorpions or spiders of any kind, weasels.
- **Breeds of Pets:** Home Owner's Insurance will determine breed restrictions. The following are most common restricted breeds- Pit Bulls (aka American Staffordshire Terriers, Staffordshire Bull Terriers, or American Pit Bull Terriers), Mastiffs/Bull Mastiffs, Akita, Alaskan Malamutes, Huskies, Malamutes, Doberman Pinschers, Rottweilers, Chow Chows, Siberian Husky, Rhodesian Ridgebacks, wolf dog and or wolf hybrid and Presa Canarios.



PET POLICY

OWNERSHIP RULES:

www.petscreening.com



1. Only an approved pet with written documentation from HPP will be allowed on the premises. No substitutions. If they change pets, they must submit a new pet application and be approved. Prior approval does not guarantee a new approval. No Guest pets allowed.
2. An additional refundable security deposit of \$600 will be required upon approval of pet- prior to pet living in the premises.
3. The additional refundable security deposit will not be returned until the end of tenancy, regardless of how long the approved pet lived in the premises.
4. The tenant shall be responsible for proper care, including but not limited to flea and odor control, yearly inoculations, and compliance with all applicable state and federal statutes, and city ordinances.
5. The tenant shall keep the home, the property and the surrounding areas free of pet odors, insect infestation, waste and litter. The home must be in a sanitary condition at all times.
6. The tenant shall be responsible to immediately comply with any legal notice posted by property management or tenant will be subject to cost of materials/labor for any damage caused by their pet- including pick up removal of pet waste and litter.
7. All pets must be contained in an area so as not to interfere with any interior inspections or maintenance service which has been requested.
8. The tenant is required to pay for any damage their pet has caused. pet Damage of any kind is NOT considered normal wear and tear. If damage cannot be satisfactorily cleaned or repaired, tenant must pay for the complete replacement of the item(s). Payment for damages, repairs, cleaning, replacement etc. shall be due immediately upon demand.
9. Tenants shall be strictly liable for the entire amount of injury to the person or property of others, caused by such pet.
10. Upon move out of Tenant, tenant shall pay for professional: de-fleaing, deodorizing, steam cleaning carpets and window treatment, and duct cleaning regardless of how long the pet occupied the premises.



PetScreening.com™ helps us manage renters' pets and assistance animals by

- Adding an additional layer of liability protection by having a standardized process when dealing with household pets and assistance pets.
- Helping with assistance pet accommodation request validation through our comprehensive legal and FHAct/HUD guideline review process.
- Generating a Pet Profile with FIDO Score™ based on pet specific information such as breed, pictures, weight, vaccination records, and behaviors.
- Requiring annual updating of the Pet profile online.

TENANT'S RESPONSIBILITIES

The Tenant Shall:

- Pay the rent and any utilities agreed upon.
- Comply with rules properly published by landlord as well as all state and local laws and ordinances.
- Keep the premises clean- and everyone's definition of clean is relative.
- Properly dispose of all waste and eliminate pest infestation caused by tenant.
- Leave the premises in as good a condition as they were at beginning of tenancy. Tenant is responsible for any damage caused during tenancy, except for reasonable wear and tear.
- Provide the landlord with a key if tenant changes the locks.
- Maintain smoke detectors in good working order.

The Tenant Shall Not:

Intentionally or negligently damage the premises or remove the equipment from the premises.

Permit family or guests to damage the premises.

Permit a nuisance on the premises.

Unreasonably withhold consent for the landlord to enter the premises (\$100 penalty per violation after written notice from landlord).

Engage in or permit anyone else to engage in drug related activity on the premises.

LANDLORD RESPONSIBILITIES

Owners are responsible for maintenance of normal wear and tear; annual roof and gutter cleaning; seasonal landscaping; providing a quiet enjoyment and a safe environment; and timely communication with property management.

Owners must adhere to all local, state and federal Laws and the Landlord Tenant Law. We have a very good handle on the various laws which govern property management on the Kitsap Peninsula.

Below are some good areas to defer to us for assistance:

Viewing the home interior and exterior- we must give no less than 48 hours notice (business days)

Handling maintenance requests based on urgency in a timely manner- some must be done in 24-48 hrs.- the rest are 10 days from notification

Having no direct contact/communication with tenant. That is what we are here to handle.

Timeframe for notifications to increase rent, cancel lease, move-out disposition, to enter.

Just Cause termination



WASHINGTON STATE'S LANDLORD TENANT LAW BASICS

DISCRIMINATION

Federal, state and/or local law prohibits discrimination in housing based on sex, race, creed, color, marital status, national origin, handicap, family status, military status or sexual orientation. Violations should be reported to the DRC, the Washington State Human Rights Commission or the Federal HUD Hotline at 1-800-233-3247.

TENANT'S RIGHT TO PRIVACY

The landlord does not have the legal right to enter a tenant's residence without the consent of the tenant, a court order or an arbitration award, except in cases of emergency or abandonment.

A landlord must give a tenant two days written notice of his/her desire to enter. (One day if showing the premises to prospective buyers or renters at a specific time and date).

The tenant must not unreasonably refuse the landlord access to inspect, to make necessary repairs, supply necessary services or show the premises to prospective buyers or tenants.

The landlord shall not abuse the right of access or use it to harass the tenant nor shall he/she interfere with tenant's privacy by excessively showing the premises. He/she may only enter at reasonable times.

If a landlord or tenant continues to violate this section after being served one written notice with date and time of violation, they shall be liable for a penalty of up to \$100 for each subsequent violation.

These are by no means the complete rules and regulations- just guidelines. Please contact an attorney who specializes in Landlord Tenant Law for any explanations or concerns as we are unable to give legal advice.

LANDLORD TENANT LAW BASICS

REPAIRS

A tenant should be current in rent and utilities and must give the landlord written notice of a needed repair.

The landlord must commence repairs as soon as possible after receipt of written notice, but not later than:

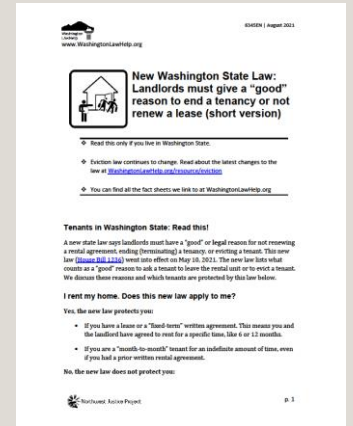
- 24 hours to restore hot/cold water or heat or fix a life-threatening condition.
- 72 hours to fix a refrigerator, range and oven or a major plumbing fixture.
- 10 days in all other cases.

If the landlord is unable to comply with these limitations because of circumstances beyond their control, repairs must be made as soon as possible.

TERMINATION OF TENANCY

A month-to-month tenancy and a Lease term with end date- click the document to expand for all possible Just Cause

1. Tenant has failed to sign a new rental agreement with reasonable terms offered at least 30 days prior to expiration of a current lease.
2. Tenant has committed four(4) or more substantial violations in a twelve (12) month period with HPP properly serving 10-day comply or vacate notice.
3. Failure to pay rent with HPP properly serving a 14 day or vacate with a payment plan option failing.
4. A 90- day notice properly served by HPP to start an owner occupy or to sell the property.



These are by no means the complete rules and regulations- just guidelines. Please contact an attorney who specializes in Landlord Tenant Law for any explanations or concerns as we are unable to give legal advice.

Landlord Tenant Law Basic Notice

3 DAYS

Tenant causing waste, nuisance, or unlawful activity and unreasonable interference with enjoyment of the premises.

10 DAYS

Tenant fails to comply with a material term of the rental agreement within 10 days of receiving a notice to comply or vacate.

14 DAYS

Tenant fails to comply with a material term of the rental agreement within 10 days of receiving a notice to comply or vacate.

20 DAYS

- Owner or lessor shares the dwelling unit with the tenant (no cause needed).
- Tenant fails to sign a new rental agreement with reasonable terms offered at least 30 days prior to the expiration of the current term rental agreement.
- Tenant commits acts of sexual harassment directed at housing providers or another tenant based on the person's race, gender, or other protected status in violation of any covenant or term in the lease.

30 DAYS

- Premises condemned and continued habitation would subject the housing provider to civil or criminal penalties.
- Tenant is no longer eligible for transitional housing program.
- Intentional, knowing, and material misrepresentations or omissions made on the tenant's application that would have led to an adverse action.

60 DAYS

- Tenant is required to register as a sex offender during tenancy or failed to disclose if required at the beginning of tenancy.
- Tenant committed four or more substantial violations in a twelve-month period, each leading to the housing provider properly serving a 10-day comply or vacate notice.
- Other good cause constituting a legitimate economic or business reason. Court may stay writ of restitution for up to 60 additional days based on tenant circumstances.

90 DAYS

- Owner or immediate family needs to occupy the unit and no substantially equivalent unit is available in the same building. Owner/family must occupy the unit at least 60 consecutive days during the 90 days immediately after the tenant vacated.
- Owner elects to sell a single-family residence.
- Owner must make reasonable attempts to sell within 30 days of the tenant vacating.

120 DAYS

Owner elects to demolish or substantially rehabilitate the property, change its use or convert apartments to condominiums.

OTHER LOCAL JUST CAUSE LAWS

- Seattle
- Burien
- Federal Way
- Auburn

SPECIAL CIRCUMSTANCES

- Members of the armed forces
- Victims of domestic violence
- Reasonable accommodation requests.

Dealing with Difficult Tenants



We have a low eviction rate as we try to catch tenant issues early, so that we can provide options for everyone involved.

This could be a payment plan or an offer to vacate with no monetary penalty to tenant. (required by law to offer)

An eviction can take up to three (3) months and cost over a thousand (\$1000.00) dollars.

The cost will be at the expense of the owner. Tenants now have access to free legal services.

If necessary, we use David Horton with Templeton Horton Weibel PLLC of Silverdale, WA

The Eviction Process- an Overview

The Eviction Notice- The most common include for non-payment of rent, a fourteen-day-notice-to-pay-or-vacate; for failure to comply with a term of the lease, No Lease- End of Lease term.

The Summons and Complaint- If the tenant fails to comply with the notice, the next step in the eviction is to initiate litigation. Landlords must file a complaint in the appropriate Superior court. The tenant must answer the summons by the deadline specified, generally about 7-10 days from the date of service

Default or a Show Cause Hearing- The tenant can show cause at this hearing as to why the landlord is not entitled to possession and a payment plan could be executed rather than eviction.

If an eviction is awarded- The Sheriff Steps In- The tenant will have three business days to vacate, not including the day of service. It has been taking 7-14 days for the Sheriff to deliver the Writ

Residential Eviction Process

Repayment plans.

Washington landlords are required to offer a reasonable repayment plan to all residential tenants for rent that accrued during and for six months after the end of the state of emergency (not the official end of the moratorium). The plan cannot require payment within 30 days, be conditioned on other obligations, and may not require paying more than one-third of the moratorium-period rent on the monthly installments. Tenants must respond within 14 days.

Eviction Resolution Program.

The Eviction Resolution Pilot Program (ERPP) is a mandatory pre-litigation mediation program. Landlords must serve an ERPP notice on the tenant before filing an eviction case in court. This process is not voluntary and the ERPP requirements continue after the bridge proclamation.

Eviction notice.

Evictions require “just cause” under state law and an eviction notice, such as a notice to pay rent or vacate a notice to comply or vacate, or a notice to terminate a tenancy. There is no longer an option to serve a no-cause "20-day" notice.

Residential Eviction Process

Eviction summons and complaint.

The next step is serving a summons and complaint. These legal pleadings must be served by a disinterested person—not the landlord. The summons informs the tenant to answer the complaint in writing.

Default or hearing.

If the tenant does not respond the landlord may move for default without further notice. If the tenant does respond to the eviction complaint the landlord must file a motion to set the case for a show cause hearing. The tenant must be served notice of the hearing. Indigent residential tenants throughout Washington are legally entitled to an attorney at no cost.

The sheriff.

If the court rules in favor of the landlord the clerk will issue a writ of restitution. The writ is served by the sheriff. If the tenant still does not vacate the landlord may not change locks, or take other self-help eviction action—even though the writ was issued and served. Instead, if the tenant still remains in the property after the writ is served the landlord must schedule a physical eviction with the sheriff.

LANDLORD TENANT LAW

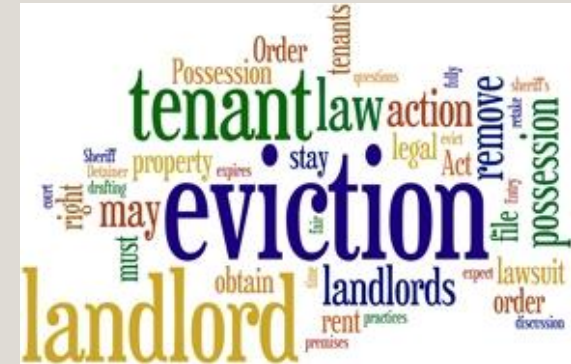


Legislation is constantly changing the Landlord Tenant Law. This is the most up to date site for information.

<http://www.washingtonlawhelp.org/resource/your-rights-as-a-tenant-in-washington>

This is the actual written law website: If you'd like to review it.

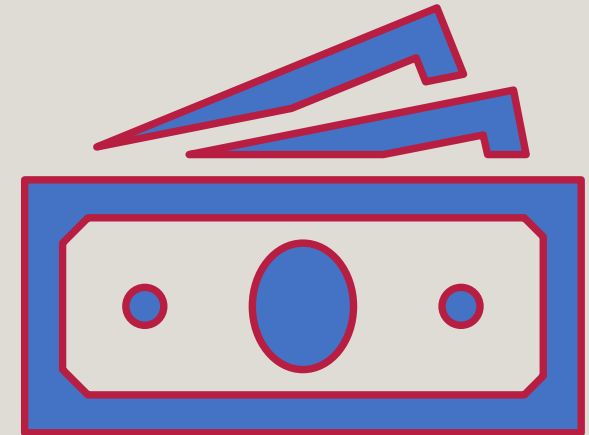
<http://apps.leg.wa.gov/RCW/default.aspx?Cite=59.18>



COSTS FOR FULL TIME MANAGEMENT SERVICES

Monthly Management Fee- 8%-10(adjusted for # of units) of the gross collected rents.

Leasing Fee- 50-100% of a one-month rental amount. This covers costs involved in finding a tenant, completing tenant screening, preparing the property, signing a contract and completing a move in video. Pricing depends on additional advertising.



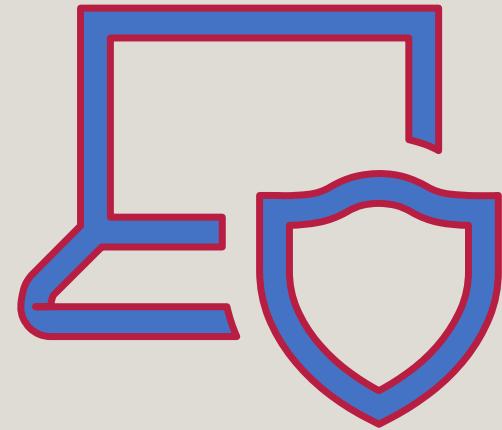
We do NOT charge additional fees for lease renewals, evictions, or maintenance coordination

COSTS FOR TENANT PLACEMENT ONLY

Leasing Fee: 50%-100% of a one –month rental amount.

This covers costs involved in preparing the unit for marketing, finding a tenant, completing tenant screening, preparing the property for occupancy, signing a contract and completing a move- in video and written condition report.

Pricing depends on additional advertising.



Thank you for requesting and reviewing this information about our services.

Our goal is to provide you with a Peace of Mind by creating and following a management plan that meets all your goals, while operating within the scope of the laws governing property management.

We would love to view your property and take the next step in beginning a long- lasting business relationship.

Sincerely,

Lisa Johnson, Brookelyn Turner
George Catron & Debbie Stiglich
Harcourts Peninsula Properties 360-307-8114



Testimonials

- The team is very responsive. Problems are handled promptly. when property is being re-rented it is a priority and new tenants are usually found quickly. Catherine F
- Overall, very responsive with a good balance between owner and tenant interests. Kyle L
- Outstanding full-service management of my property for nearly 10 years. Paul S
- We have been using HPP for several years to manage our property in Kitsap County. Our arrangement has made property ownership relatively stress free. Everything is handled over the phone, via email and thru the website so we can move about the world without having to worry about making arrangements with our property manager ahead of time. Chuck S
- Very good providing services I requested. Kimberly P
- Very attentive to my rental property. Always responds quickly. Continue to provide your great service and attention to details. Rachel J

Testimonials

I have been using Harcourts Peninsula Properties for 10 yrs. They have always provided top service. I am an out of state condo owner and I feel I can always count on them to take care of my property. RJ

The Individual manager that I have had for the last year has been very professional and handling all aspects of property management concerning my rental property. Robert W

Extremely professional. Really took care of our house while we were stationed overseas for four years. Michael E
They have managed my properties for years and always take care of any problems or concerns in a very efficient and professional manner. Communication is excellent. Karen J

Kim has been so much help. She been amazing. I would recommend Peninsula Property to my friends. They have a great staff. Nancy B

Whenever I had a need, the staff was on it very promptly, but at the same time I knew I didn't have to call and check on things very often and it would still be taken care of. Also, the sale of our home went extremely well, especially with us living across the country. Alysson M

Testimonials

We couldn't be happier with the service. I am so glad we chose ppm as our management company. Living 3000 miles from our home, we know it's in good hands. Kristine A

Always appreciate your kind assistance, Lisa -- thank you! Kellee F

My wife and I really appreciate HPP's hard work over the years, thank you. Chris G

I want to say "Thank you" for all the property management done for us over the years! Edward M

Thank you so much for everything you've done. Seems hard to believe we moved away seven years ago. A lot has happened, but we made it through it all I really appreciate you. Darrin S

We very much appreciate HPP's service and support these past four years. We will keep HPP in our thoughts and will recommend HPP to friends and family should they be in need of the services you provide. John K

Loved working with HPP! Used them for 2 years. Laurie C

TESTIMONIALS

- HPP go above and beyond property management. I recommend them for all your rental property needs! Fast and courteous...they have both tenant and owners trust. They have managed my property for 5 years...and I wouldn't trust anyone else! Michelle S
- Thanks guys! You're the best! Patty P
- Great! Thanks - you have been amazing! Jay P
- Best property management company in Kitsap. Always available and help out, going above and beyond. Could not recommend this company more!! Katie F
- Great people! No problems getting what I needed. Would definitely recommend them!!! Deb S
- So far all our dealings with HPP has been really positive. The ladies at the office really helped when we were looking and paperwork. Moving is stressful in of itself but the ladies really helped us get through the process and get in a place. Thank all of y'all. Oran B