

№	<b>Owner Services – FAQs (Frequently Asked Questions)</b> The following 'Frequently Asked Questions' often arise in our discussions with prospective clients
1.	<u>Why hire Flarent, Inc.?</u>
2.	<u>Who is Flarent, Inc.?</u>
3.	<u>Is there a charge to find tenants for my rental?</u>
4.	<u>How do you determine fair market rental value?</u>
5.	<u>What kind of forms do you utilize when renting out my property?</u>
6.	<u>How do you advertise vacancies? Who pays advertising costs?</u>
7.	<u>How long will it take to rent my property?</u>
8.	<u>Is there any cancellation fee?</u>
9.	<u>Should I allow pets? Smokers? Children?</u>
10.	<u>How do you screen and qualify the tenants?</u>
11.	<u>How are utilities handled?</u>
12.	<u>How do you interact with the tenants?</u>
13.	<u>Will the property be in the same condition as we left it prior to renting it out?</u>
14.	<u>How often will you be inspecting my rental?</u>
15.	<u>How do you handle repair and maintenance items for my rental?</u>
16.	<u>Do I need to maintain a reserve fund for emergency repairs?</u>
17.	<u>What happens when the tenant is late paying their rent?</u>
18.	<u>How often do evictions occur and what is involved? Is there a cost to me?</u>
19.	<u>What happens if tenants break their lease?</u>
20.	<u>Do you pay my Mortgage? Maintenance Fee? Lawn and or Pool Service?</u>
21.	<u>When should I expect a statement and any net proceeds check?</u>
22.	<u>Will I have to provide moneys into my account?</u>
23.	<u>Can I expect all records pertaining to my property to be maintained and made available for me?</u>
24.	<u>Will I need to change my insurance coverage?</u>

1.	<p><b>Why hire Flarent, Inc?</b>  Our objective is immediate response and professional service. Property management is one of our principal activities. Flarent, Inc. has been in the business for almost 20 years. We are locally owned and managed. We manage all our properties as if they were our own and providing you with the "peace of mind" that everything we do, we do in your best interest. <a href="#">▲TOP</a></p>
2.	<p><b>Who is Flarent, Inc.?</b>  Flarent, Inc. is a locally owned full service real estate company. Geoff and Carol Hall founded FLA RENT over fifteen years ago, managing Rental Properties in the Central Florida area. In the past years, the Company has grown tenfold. Referrals from satisfied owners, tenants and Real Estate Agents are the mainstay of our business and the reason for our outstanding success... The FLA RENT Staff operates under the philosophy that service is our only product. Loyalty and responsibility to the property owner and the prompt, courteous service to the tenants are what is responsible for our outstanding success. <a href="#">▲TOP</a></p>
3.	<p><b>Is there a charge to find tenants for my rental?</b>  A fee of up to a half of the first full month rent or a minimum of \$400.00 which ever is greater for each new tenant enables us to provide a full time Leasing Professional dedicated to finding the right tenant for you home. By providing specialists that focus in one area such as leasing, we are able to provide the best possible service available today. <a href="#">▲TOP</a></p>
4.	<p><b>How do you determine fair market rental value?</b>  We regularly conduct rental surveys as part of our inspections and reporting to owners. The results of the comparative market studies are shared and discussed among our property management staff and utilized in determining rental values for new and existing rental properties. This has resulted in minimal vacancies while obtaining the highest rents for our clientele. <a href="#">▲TOP</a></p>
5.	<p><b>What kind of forms do you utilize when renting out my property?</b>  As a member of the NARPM and FARPM and we utilize all the approved standard forms for leasing of properties. All agreements are in writing. NO VERBAL AGREEMENTS. Standardized forms provide you, the tenant and our company with clear and concise understanding of what is expected. In addition to the industry standard forms, we have also developed and utilize our own Addenda and provided by the Law Offices of Heist, Weisse &amp; Lucrezi, P.A., covering many areas that may be unique to your rental property and not addressed in the standard forms. <a href="#">▲TOP</a></p>
6.	<p><b>How do you advertise vacancies? Who pays advertising costs?</b>  We utilize several means of exposing your property and gathering potential qualified tenants. After more than 15 years of experience we have developed many successful means finding that right tenant for you.</p> <ul style="list-style-type: none"> <li>✓ Rental publications. Classified advertising. Local newspapers with the advantage of our volume discounted rate schedule.</li> <li>✓ Internet. Through our publication sources, each rental property advertised is also exposed through the Internet. Potential renters who are "searching the net" for rentals are able to contact us directly</li> </ul>

	<p>through the email link to our offices.</p> <ul style="list-style-type: none"> <li>✓ RentClicks.com – an on-line listing service</li> <li>✓ Each property manager has a copy of our in-office available rentals list for reference.</li> <li>✓ Property signs placed in front of your home and main roads.</li> <li>✓ Our professionally maintained website, complete with digital photos of your property.</li> </ul> <p>Coordinating and managing the advertising for your property is included in the leasing fees. The Orlando Sentinel and rentclicks.com placement are the only sources of advertising that have additional costs for the property owner, which is not included in the leasing fees. <a href="#">▲TOP</a></p>
7.	<p><b>How long will it take to rent my property?</b></p> <p>It is impossible to predict exactly how long it will take to find qualified tenants for your property. A number of factors are involved: the size, location and overall condition of the property, the asking price relative to that of comparable properties in your neighborhood, and the time of year. However, the market time for renting is generally much shorter than the time required selling the same property, and landlords can usually expect to have tenants within 30 to 60 days. If a property does not rent within this length of time, it is generally a sign that it is overpriced relative to its size and condition. Pricing your property competitively and having your property in the best condition possible are crucial to effective marketing. <a href="#">▲TOP</a></p>
8.	<p><b>Is there any cancellation fee?</b></p> <p>The landlord agrees to pay \$75.00 as set up charge if the contract is cancelled before securing a tenant during the first term of the contract. If the landlord terminates this agreement while the tenant(s) are under a current lease secured by us, a cancellation fee of the uncollected 10% management fee will be assessed. (The 10% management fee will be extended through the anniversary of lease). <a href="#">▲TOP</a></p>
9.	<p><b>Should I allow pets? Smokers? Children?</b></p> <p>Pets and smokers are not protected classes. We work with each owner individually on the possibility of accepting pets.</p> <p>Families are a protected class and we do not discriminate based on family structure or size.</p> <p>We are a very fair and professional management company and take pride in our knowledge and practices, abiding by all Federal, State and Local Fair Housing Laws. <a href="#">▲TOP</a></p>
10.	<p><b>How do you screen and qualify the tenants?</b></p> <ul style="list-style-type: none"> <li>✓ Rental Applications. We utilize rental application forms that adhere to Fair Housing Laws and Landlord Tenant Codes.</li> <li>✓ Credit Reports. Each applicant completes a credit application and they are submitted to our credit service for the applicant's credit history. The subsequent report is reviewed for financial ability,</li> </ul>

	<p>punctual rent and other debt history. Minimum income requirements are strictly enforced during the selection process.</p> <ul style="list-style-type: none"> <li>✓ Past Rental History. Personal telephone verifications are completed on all past rental references and landlords stated by the applicants.</li> <li>✓ Criminal History. Each applicant over the age of 18 is carefully screen to insure they have a felony free background. <a href="#">^TOP</a></li> </ul>
11.	<p><b>How are utilities handled?</b></p> <p>Tenants are responsible for all utility charges, unless otherwise agreed upon in advance and in writing. They must also change all billing information to their name and mailing address as of the move-in date stated on the Lease. <a href="#">^TOP</a></p>
12.	<p><b>How do you interact with the tenants?</b></p> <p>We believe that good tenant relations are critical to the smooth management of the property and collection of rent in a timely manner. The enforcement of rules and compliance with the terms of the Lease are also expectations of the tenant, which we handle in a professional and businesslike fashion. We believe that maintaining a good relationship on a "business" level and in a professional manner results in a much more effective atmosphere when dealing with problems or even raising rents rather than a "friendly or social" relationship which may often develop between other landlords and tenants. This leads to difficult and awkward feelings when dealing with rule enforcement or rent related matters. <a href="#">^TOP</a></p>
13.	<p><b>Will the property be in the same condition as we left it prior to renting it out?</b></p> <p>Realistically, your property will not be in the exact identical condition as when you left it. There will be a difference due to normal wear and tear. When we live in a home as owner-occupants, we all have a special attachment to the home and it definitely shows in the way we clean, take note of repair items, and maintain the house in general. Although tenants we select are screened very carefully, they may not view the house in the same way as you or I would as occupant-owners. They will clean and maintain the house as they are expected to, however it may not be to the same standards. In our experience, if owners desire the yards to be in somewhat the same condition as when they lived there and maintained it, it would be best to hire a yard service to come in on a regular basis to maintain it. <a href="#">^TOP</a></p>
14.	<p><b>How often will you be inspecting my rental?</b></p> <p>While the house is vacant, we will check on it every week and/or as we show it to prospective tenants. Once it has been rented, we conduct one complete interior and exterior inspection each year. A complete report is sent to you with any recommendations for repairs or improvements. Onsite check in and check out inspections. These inspections are conducted in the presence of the tenant (or owner) to confirm and document the current and existing condition of the property to minimize security deposit disputes and provide tenants with instructions on proper care. <a href="#">^TOP</a></p>
15.	<p><b>How do you handle repair and maintenance items for my rental?</b></p>

	<ul style="list-style-type: none"> <li>✓ Tenant maintenance guide. Tenants are provided with guidelines on proper maintenance and care of the property and its contents.</li> <li>✓ 24-hour emergency calls. Tenants are provided with a 24-hour emergency number in the event repairs or other emergencies are required after-hours. Our management staff has a ready list of repair personnel for immediate dispatching to handle these calls.</li> <li>✓ Licensed and insured. All vendors are continually verified to be up to date on their licenses, workman's compensation insurance, liability insurance, and as necessary, bonding for larger cost related work.</li> <li>✓ Monitoring. We ensure that repairs to the property are completed in the most cost efficient and quality manner. We also insure that inconvenience to the tenant is minimized through timely response and completion of the work. <a href="#">^TOP</a></li> </ul>
16.	<p><b>Do I need to maintain a reserve fund for emergency repairs?</b>  We would recommend that owners maintain a \$200 reserve fund for any emergency repairs and billings, which may occur between, rent collections.  <a href="#">^TOP</a></p>
17.	<p><b>What happens when the tenant is late paying their rent?</b>  In the event the tenant does not make payment by the end of the "grace" period indicated on the rental agreement (our standard policy is 4 days from the due date, the 1st day of the month) the policy and procedures are as follows:</p> <p style="padding-left: 40px;">Delinquent letter (Late notice) is sent out on the fifth day.</p> <p>We will make the calls to the tenants regarding delinquent rent and arrange for immediate payment. We post a three-day notice (required by law) to come in and make payment. As owners, you are notified if and when the 3-day deadline is not met following our notification. Letter will demand immediate payment or face termination. <a href="#">^TOP</a></p>
18.	<p><b>How often do evictions occur and what is involved? Is there a cost to me?</b>  An eviction of a tenant is usually the last resort after all other attempts have been made to either collect rent or rectify an untenable situation. It is something we try to avoid at all cost. Evictions can be both lengthy and costly; however, it is an inherent risk of rental ownership and management. The eviction process to remove a tenant and regain possession of a rental property may involve time and money. Before any action is taken in this direction, you will be consulted and provided with all the details in order to make a sound decision. <a href="#">^TOP</a></p>
19.	<p><b>What happens if tenants break their lease?</b>  When the tenant breaks his or her lease before the lease period is over, they are responsible for all expenses incurred to re-lease the property. The expenses include the rent amount for any remaining unpaid time before the expiration of the lease, Real Estate commissions for a new lease, all advertising costs, and any other costs directly relating to the re-leasing of the property. <a href="#">^TOP</a></p>
20.	<p><b>Do you pay my Mortgage? Maintenance Fee? Lawn and or Pool Service?</b></p>

	<p>Normally, our services include the payment of all expenses related to the operation of the property. This would include such items as yard maintenance, utilities, repairs, and supplies as needed. Arrangements can be made for our accounting department to make payments toward your recurring charges, provided adequate funds are available each month. <a href="#">^TOP</a></p>
21.	<p><b>When should I expect a statement and any net proceeds check?</b>  Rent is normally received on or before the first of each month; it is forwarded to the accounting department and processed for deposit. Upon deposit, any expense invoices are paid and the net proceeds check is prepared along with the statement each month by the 10<sup>th</sup>. <a href="#">^TOP</a></p>
22.	<p><b>Will I have to provide moneys into my account?</b>  Rents are normally received in a timely manner and expenses are nominal. There may be instances where large repairs may be required that exceed your normal rental collection, at which time we will be in contact with you in advance to plan out the project and also how you will be funding it. The other instance may be during evictions where utilities and other recurring expenses are required to be paid. <a href="#">^TOP</a></p>
23.	<p><b>Can I expect all records pertaining to my property to be maintained and made available for me?</b>  The following records are retained and provided to you on monthly basis or as you require them for tax or other purposes: Rental agreements, tenant files, inspection reports, and other documents as required for the operation of your rental property. Paid invoices and income/expense statements are available to view online. <a href="#">^TOP</a></p>
24.	<p><b>Will I need to change my insurance coverage?</b>  We advise all our property owners to consult directly with their insurance agent to be certain they are carrying adequate insurance for their property needs. We require current proof of insurance to be on record in our office for all properties we manage. We also require FlaRent Inc. to be named as additionally insured. We inform your tenants during the move in process to obtain renter's insurance. This is also noted in their lease that the owner's insurance does not cover the tenant's personal contents or any loss they might have during their tenancy. <a href="#">^TOP</a></p>