

# Our Services



KEY WEST RESIDENTIAL  
**PROPERTY  
MANAGEMENT**

## About Us & Sales

### We are a family owned and operated company

- Jaime Caballero is the Real Estate Broker/Property Manager and in property management since 1989. Past President of Key West Association of Realtors, Florida Realtor District 4 Vice President, and Past Florida President of National Association of Residential Property Managers
- Arnold Caballero is the Project Manager and Arnold is a retired Key West firefighter.
- Alexandria Caballero is a Real Estate Agent/Property Manager and has been in property management since 2007.
- Jaime & Alexandria will be happy to help you list your home or buy a new one. For sales we offer our clients commission discounts.

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## Onboarding

- If you would like to proceed with management services, we will need name, address, email, phone numbers, social security, and drivers license.
- You will be sent a management agreement to sign by email.
- Once you sign our management agreement by esign we will begin the implementation of your property.
- We pay for professional pictures. The return time is normally 3-7 days once we receive the pictures, we can start advertising your property
- You will be sent a link to your owner portal. There you will find your owner statements and a link to pay any outstanding balance. You may incur expense if work is performed between the 15th of the month and the end of the month that is beyond your \$200 target.
- If you don't have a city or county license, we will apply for the licenses for you. The City is \$22.05 and the county is \$20.00.

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## Marketing & Vetting

- We pay for all advertising.
- Your property will push out to the following sites: Apartment Guide (Rent.), Apartment List, Apartments.com, ForLeaseByOwner, FRBO, Homes.com, KeyLasso, PadMapper, Rent.com, Rentable, Rentals.com (Rent.), Trivet, Trulia (Zillow rental Network), Uloop, Zillow (Zillow rental Network)
- We send email to companies we work with for relocation services.
- Once we get an inquiry, we ask the following questions: How many people in your family? Are you in town and able to see the property? Do you have any pets? When do you need to move by? Does everyone have a social security and at least a 600-650 credit score?
- Based on their answer we will setup an appointment for a showing.

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# Our Services

## Maintenance & Housekeeping



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- Our maintenance team will troubleshoot issue prior to calling a vendor.
- Our maintenance staff for repairs is \$35-\$45 per hour if it is an issue that we can fix.
- If we need to call one of our vendors, they come quickly and don't price gouge. We do not add a percentage to the top of any vendor invoices.
- We use Clean Rite to clean our properties on Move out in case you don't have a housekeeper.
- The tenant is charged the housekeeping fee.
- Tenant is charged for new locks and a lock change on Move out.
- We can suggest companies for pool and landscaping services.
- Through our tenant portal, we communicate with our tenants in case they have any questions or maintenance issues.
- We need to know if you have any quirks with the property the tenant or maintenance needs to know.

## Tenant Policy & Procedures

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- All tenants over 18 years old has to apply separate on our website.
- We screen all tenants for criminal background, credit and residential history.
- Once approved the sign the lease and pay First, Last, and \$1000 security Deposit.
- We submit all required documents required by associations. Tenants pay reg fee
- Prior to receiving keys they must show proof the utilities have been transferred to their name.
- They have to keep light bulbs working and clean or change AC filters every 30 days
- We do 90 day occupancy checks. This is to educate the tenant on how no to lose their security deposit. If we find something such as AC filter not changed, leak under sink, smoke detectors off the ceiling we can catch it in time for it not to be a costly expense for tenant or owner.
- Tenant has a online portal to pay rent and submit maintenance work orders.

## Accounting

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- We charge 10% commission on any rental income. We do not charge for Utility reimbursements. Example: We collect \$35 from the tenant for the monthly garbage you are charged on your annual real estate bill which is not commissionable.
- We do not charge for lease renewals.
- We keep a \$200 target in your account in case we incur any expenses after you have been paid.
- We pay our owners by direct deposit between the 10th and 15th of the month.
- Once you receive a statement by email that indicates I have submitted your direct deposit.
- You can view current and prior month statement via your owner portal.