



15 Things to Know About Your Property Management Company

1. How long has your property management company been in business?

HomeRiver Sacramento has been the premier residential property management company in the Sacramento area for over 35 years.

2. What amount is your property manager charging you to manage your properties?

Single Family Homes and Condominiums: \$99 per month for online paperless statements with ACH transfer of funds. Classic Management (\$115) includes billing tenants for utilities and an early report option.

Duplexes: \$175 per month for online paperless statements with ACH transfer of funds. Classic Management (\$185) includes an early report option.

3-15 units: \$70 per unit per month for online paperless statements with ACH transfer of funds.

Apartments with 16 or more units and commercial/retail:

4-8% of rent collected per month. A minimum per unit fee will be established by mutual agreement. No lease fees for apartments with onsite management. Leasing fees do apply to commercial/retail by agreement.

3. Does your property manager carry sufficient and proper insurance?

HRG Sacramento carries full liability and operations insurance in addition to professional errors and omissions insurance.

4. How does your property manager advertise your property when seeking new tenants?

HRG Sacramento advertises in the most comprehensive and proven ways in our market. We use visible signage, our website, and a vast network of websites.

5. What is the average annual vacancy period your property manager has on their properties?

HRG Sacramento averages 4 weeks vacancy. This vacancy timing starts after the property has been cleaned and made fully "rental ready" and ready for marketing and includes holding a vacancy for up to 2 weeks for the incoming resident.

6. What does your property manager charge to find a new tenant?

HRG Sacramento charges a leasing fee of 50% of one month's rent charged no more than once per 12 months per unit and only when the unit is re-rented. We consider tenant selection our most important service. This fee covers finding and screening all applicants, drafting a lease, move-in/out inspection, security deposit disposition.

7. How does your property manager handle background and credit checks on rental applicants?

HRG Sacramento performs a multipoint check on everyone that applies to live in our managed properties. This check includes credit, rental history, employment and income verification, and contact with provided current or former landlord.

8. How does your property manager pay you and how long does it typically take for you to receive your rent money?

HRG Sacramento uses ACH to automatically process direct deposits for those clients who wish to use this service. This eliminates the possibility of lost items in the mail and places funds in our clients' accounts several days quicker than mailing checks. Reports are sent on a scheduled date, the 10th or the 25th of the current month. Your proceeds can be sent to you or your bank (via mail or electronic transfer).

9. Does your property management company offer your tenants the ability to pay online with credit card or electronic checks?

HRG Sacramento has numerous options available to assist tenants in paying on time. They can pay at either of our Sacramento office locations with a personal check, money order, or use their bank provided online bill pay. Additionally, they can pay via a tenant portal on our website using a credit/debit card or electronic check or pay cash at a participating retailer.

10. How much does your property manager require you to pay into a reserve account to cover possible repairs?

HRG Sacramento requires an owner "reserve" on their investment properties. The reserve amount is on a sliding scale based on the number of units owned.

11. Does your property manager have a full accounting staff that is licensed and fully compliant with state and federal laws, while providing detailed and transparent statements?

HRG Sacramento utilizes a very robust and comprehensive double entry accounting system to track all transactions for our clients. We provide detailed monthly statements for each one of our properties to help our clients stay informed and assist in tax preparation. A variety of reports are available at any time to the owner through our owner portal on our website.

12. Does your property management company have a full-service maintenance crew that is available 24/7?

HRG Sacramento has an on-staff maintenance crew that specializes in a variety of repair needs. Our staff is available for emergency calls after office hours and on weekends.

13. Does your property management company perform inspections of the property during occupation by the tenant?

We will ask the owner if they would like us to perform physical inspections annually. This includes: A thorough interior and exterior inspection with photographs , recommendations to the owner of any preventative maintenance issues noted , and a detailed report of inspection provided to the owner. Inspections are billed on an hourly basis.

14. Does your property manager know how much rent to charge?

Our property managers know the market and how to determine the correct rent. Let us determine your *Fair Market Rent*.

15. Is your staff up to date with the laws regarding Fair Housing?

HRG Sacramento regularly attends training and seminars regarding fair housing issues. We have staff members that are CPMs® (Certified Property Managers) and are members of IREM® (Institute of Real Estate Management). Our staff of property managers are all active members of NARPM® (The National Association of Residential Property Managers) and our firm has been accredited with the CRMC® (Certified Residential Management Company) designation.

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