



# WELCOME

to Century 21  
Property Management!

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## Nice to meet you!

Licensed REALTORS® on the Kenai Peninsula with over 7 years of experience, our passion for real estate and investment properties started early on and grew into the business we operate today. With firsthand experience managing our own investment properties to now managing over 300 units, we are dedicated to handling each property as if it were our own!

Smarter, bolder, faster - we utilize proven management practices while taking full advantage of modern technology to improve the experience of both owners and tenants. Our team is here to handle every facet of your investment including; marketing, tenant screening, rent collection, maintenance, repairs, tenant disputes, legal compliance, accounting and more!

## Our Services

- Full Service Management
- Vacation Rental Management
- Exclusive Lease-Up
- Vacant Home Watch





# FULL SERVICE MANAGEMENT

Our comprehensive property management services provide a seamless and stress-free experience for property owners. We handle every aspect of property management ensuring maximum returns and peace of mind.

- Marketing
- Showings
- Tenant Screenings
- Evictions
- Leasing
- Property Inspections
- Maintenance & Repairs
- Tenant Disputes
- Communications
- Rent Collections
- Lease Renewals
- 24/7 Emergency Contact

## FEE STRUCTURE

- Management fee: 10% of the monthly rent
- Accounting fee: \$10 monthly accounting fee per unit
- Annual fee: Annual 12 month fee of \$175 per unit
- Leasing fee: \$375 upon placing a new tenant

\*Leasing fee waived for owners with existing tenants or renewing leases\*



# EXCLUSIVE LEASE-UP



Our lease-up services offer a streamlined solution for property owners who prefer to handle day-to-day management themselves but need assistance with tenant acquisition. We specialize in finding reliable and qualified tenants, allowing property owners to focus on other aspects of their investment. Once a tenant has been placed under contract, we'll exchange their contact information with the owner, and they may proceed with self-management.

- Marketing
- Tenant Qualification
- Showings
- Tour-to-Contract Leasing

## FEE STRUCTURE

- One-time fee equal to one month's rent





# NIGHTLY VACATION RENTAL

\*Nightly services are dependent on availability

Full-service vacation rental management serving the Kenai Peninsula. No more fielding guest calls after midnight, spending your free time cleaning your investment between guests or tracking your reservations on multiple booking sites!

- Guest Communications
- Cleanings between guests
- Oversee nightly reservations
- Maintenance
- Regular inventory restocking
- Groundskeeping
- Owner portal access to view bookings
- Full Access Calendar

## FEE STRUCTURE

- Management fee: 25% of the monthly rent
- Accounting fee: \$10 monthly accounting fee per unit
- Annual fee: Annual 12 month fee of \$175 per unit
- Set Up fee: \$375 for single family units, or \$500 for multi-family



# VACANT HOME WATCH



Vacant home watch is ideal for homeowners that will be away from their home for an extended period of time. You can have peace of mind that your home is being cared for while on vacations, abrupt emergencies that require an unplanned absence, snowbirds, vacant properties on the market, etc.

## VISUAL INTERIOR & EXTERIOR INSPECTION REPORTS

- Flush all toilets and run all faucets
- Inspect for signs of theft, damage, or other disturbances
- Check that interior windows and entryways are secure
- Check and adjust thermostat
- Visual inspection of the heater
- Check hot water heater
- Start automobiles (upon request)
- Water plants (upon request)
- Lawn maintenance & snow removal (upon request)

## FEE STRUCTURE

### Soldotna/Kenai/K-Beach

- Weekly: \$45
- Bi-Weekly: \$55
- Monthly: \$65

### Sterling/Kasilof/N. Kenai

- Weekly: \$55
- Bi-Weekly: \$65
- Monthly: \$75

Additional fees may apply for tailored services

PROPERTY SISTERS

CENTURY 21 Realty Solutions





# FAQ'S

## **Q: How is my owner payment handled every month?**

A: Pending a tenant payment, owner payments are disbursed by the 15th of each month. You will receive an email to notify you of the ACH deposit along with monthly accounting statement for your records.

## **Q: How often do you inspect the property?**

A: We do periodic walkthroughs during tenancy, an annual inspection every 12 months and again during the Final Walkthrough once a tenant has vacated.

## **Q: How do you handle tenant requests and/or maintenance?**

A: Each tenant will have their own Tenant Portal where they can pay rent, submit maintenance requests and any concerns pertaining to the property.

## **Q: What is your process for finding and qualifying tenants?**

A: The application process is very thorough in vetting a qualified tenant. We run a background, credit, income, rental verification/history and eviction check on each applicant.

## **Q: How are pet policies determined?**

A: With about 64% of households in Alaska having pets, consider welcoming them into your property! Inquire about pet approvals—we have a thorough pet screening process.

## **Q: What is your policy for late rent payments?**

A: Rent is due on the 1st of the month and is considered late on the 5th. The late fee penalty for paying late is outlined in the Terms and Conditions of the Lease Agreement and will be paid out to the owner.

## **Q: What bills are tenants typically responsible for?**

A: Tenants are normally responsible for water, electricity, gas and/or propane, garbage, landscaping, snow removal, and internet services of their choice in a single family property. In multi-family properties the tenant responsibilities will vary.

## **Q: What amount do you collect for a standard deposit?**

A: We collect a deposit equal to one month's rent. It's a standard practice that helps safeguard the property and offers security for both the landlord and the tenant.

# PREPARING YOUR PROPERTY

Now that you are getting ready to list your property for rent, it's important to set an initial tone of high expectations for both you and your tenants.

- Make sure all appliances are in working order and up to safety standards.
- Make sure all windows and doors are secure, and that locks are in place.
- Ensure that any fire extinguishers, smoke and carbon monoxide detectors are installed, and that they are regularly tested.
- Repair and paint any walls or ceilings that are damaged or scuffed.
- Clean and sanitize all surfaces, including floors, appliances, and bathrooms.
- Ensure that all plumbing is in good working order.
- Make sure that all outdoor areas are clear of debris and hazards.
- Replace any air exchange/furnace and water system filters and leave a couple extras for tenants.
- Ensure you have two sets of keys to entry doors.
- Notify your Insurance company and ensure that your policy covers rentals.

We look forward to assisting you with your property managements needs. Please contact us for additional information and to get started!

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