



OWNER'S GUIDE

www.BluefaxPM.com
(210)695-8252

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Important Contact Info

John King - Broker | Owner
Office (210)695-8252
Direct (210)468-1843

After Hours Maintenance Reporting
(210)695-8252 Option 2

Owner's Portal
www.BluefaxPM.com/Owners

Mailing Address
Bluefax Property Management
17202 Laurel Crossing
Helotes, TX 78023

Yes, It Really Happened!

A property manager was driving in the area of one of their rentals, when they saw the police out front, along with the tenant and a person on the ground being handcuffed.

The manager pulled over to see what was going on, and noticed the person on the ground was the Property Owner. So the Manager identified to the police that the 'suspect' was indeed the property owner...

The owner had decided to stop by and inspect their property without notice while they were in town..... The tenant had only dealt with the Management Company and had no idea who the owner was.

When the tenant saw a stranger walking in the backyard, they naturally called the police.

The owner was arrested for Trespassing.

Things to Know Before Working With Us

Rent is always collected on the 1st, and late on the 3rd.

Owners are usually paid on the 10th, give or take Weekends & Holidays

We follow ALL Fair Housing Laws. We cannot discriminate based on race, color, national origin, religion, sex, familial status, or handicap.

Service / Support Animals cannot be denied, even if you have a 'No Pet Policy'.

We maintain and enforce an Aggressive Breed list for dogs.

Owners may not visit the property unaccompanied / unannounced while it is occupied. We recommend for the owner to not visit the property at all while it is occupied.

Owners are not to have a copy of the keys once the property is under management.

As a Veteran, I Love Military Tenants too, but we cannot simply wait for one to come along. We process all applicants fairly on a first come / first serve basis.

**THE TEXAS REAL ESTATE COMMISSION (TREC) REGULATES
REAL ESTATE BROKERS AND SALES AGENTS, REAL ESTATE INSPECTORS,
HOME WARRANTY COMPANIES, EASEMENT AND RIGHT-OF-WAY AGENTS
AND TIMESHARE INTEREST PROVIDERS**

**YOU CAN FIND MORE INFORMATION AND
CHECK THE STATUS OF A LICENSE HOLDER AT**

WWW.TREC.TEXAS.GOV

**YOU CAN SEND A COMPLAINT AGAINST A LICENSE HOLDER TO TREC
A COMPLAINT FORM IS AVAILABLE ON THE TREC WEBSITE**

**TREC ADMINISTERS TWO RECOVERY FUNDS WHICH MAY BE USED TO
SATISFY A CIVIL COURT JUDGMENT AGAINST A BROKER, SALES AGENT,
REAL ESTATE INSPECTOR, OR EASEMENT OR RIGHT-OF-WAY AGENT,
IF CERTAIN REQUIREMENTS ARE MET**

**IF YOU HAVE QUESTIONS OR ISSUES ABOUT THE ACTIVITIES OF
A LICENSE HOLDER, THE COMPLAINT PROCESS OR THE
RECOVERY FUNDS, PLEASE VISIT THE WEBSITE OR CONTACT TREC AT**



TEXAS REAL ESTATE COMMISSION

P.O. BOX 12188

AUSTIN, TEXAS 78711-2188

(512) 936-3000



Information About Brokerage Services

Texas law requires all real estate license holders to give the following information about brokerage services to prospective buyers, tenants, sellers and landlords.

11-2-2015



TYPES OF REAL ESTATE LICENSE HOLDERS:

- **A BROKER** is responsible for all brokerage activities, including acts performed by sales agents sponsored by the broker.
- **A SALES AGENT** must be sponsored by a broker and works with clients on behalf of the broker.

A BROKER'S MINIMUM DUTIES REQUIRED BY LAW (A client is the person or party that the broker represents):

- Put the interests of the client above all others, including the broker's own interests;
- Inform the client of any material information about the property or transaction received by the broker;
- Answer the client's questions and present any offer to or counter-offer from the client; and
- Treat all parties to a real estate transaction honestly and fairly.

A LICENSE HOLDER CAN REPRESENT A PARTY IN A REAL ESTATE TRANSACTION:

AS AGENT FOR OWNER (SELLER/LANDLORD): The broker becomes the property owner's agent through an agreement with the owner, usually in a written listing to sell or property management agreement. An owner's agent must perform the broker's minimum duties above and must inform the owner of any material information about the property or transaction known by the agent, including information disclosed to the agent or subagent by the buyer or buyer's agent.

AS AGENT FOR BUYER/TENANT: The broker becomes the buyer/tenant's agent by agreeing to represent the buyer, usually through a written representation agreement. A buyer's agent must perform the broker's minimum duties above and must inform the buyer of any material information about the property or transaction known by the agent, including information disclosed to the agent by the seller or seller's agent.

AS AGENT FOR BOTH - INTERMEDIARY: To act as an intermediary between the parties the broker must first obtain the written agreement of *each party* to the transaction. The written agreement must state who will pay the broker and, in conspicuous bold or underlined print, set forth the broker's obligations as an intermediary. A broker who acts as an intermediary:

- Must treat all parties to the transaction impartially and fairly;
- May, with the parties' written consent, appoint a different license holder associated with the broker to each party (owner and buyer) to communicate with, provide opinions and advice to, and carry out the instructions of each party to the transaction.
- Must not, unless specifically authorized in writing to do so by the party, disclose:
 - o that the owner will accept a price less than the written asking price;
 - o that the buyer/tenant will pay a price greater than the price submitted in a written offer; and
 - o any confidential information or any other information that a party specifically instructs the broker in writing not to disclose, unless required to do so by law.

AS SUBAGENT: A license holder acts as a subagent when aiding a buyer in a transaction without an agreement to represent the buyer. A subagent can assist the buyer but does not represent the buyer and must place the interests of the owner first.

TO AVOID DISPUTES, ALL AGREEMENTS BETWEEN YOU AND A BROKER SHOULD BE IN WRITING AND CLEARLY ESTABLISH:

- The broker's duties and responsibilities to you, and your obligations under the representation agreement.
- Who will pay the broker for services provided to you, when payment will be made and how the payment will be calculated.

LICENSE HOLDER CONTACT INFORMATION: This notice is being provided for information purposes. It does not create an obligation for you to use the broker's services. Please acknowledge receipt of this notice below and retain a copy for your records.

Bluefax Property Management	9000192	john@bluefaxpm.com	210-695-8252
Licensed Broker /Broker Firm Name or Primary Assumed Business Name	License No.	Email	Phone
John L. King III	526513	john@bluefaxpm.com	210-468-1843
Designated Broker of Firm	License No.	Email	Phone
John L. King III	526513	john@bluefaxpm.com	210-468-1843
Licensed Supervisor of Sales Agent/ Associate	License No.	Email	Phone
John L. King III	526513	john@bluefaxpm.com	210-468-1843
Sales Agent/Associate's Name	License No.	Email	Phone

Buyer/Tenant/Seller/Landlord Initials

Date

When Do Owners Get Paid?

1

Rent is Always Due on the 1st

2

Bank Account is Reconciled on the 7th

3

Reserve Funds are Replenished

4

Invoices are Paid by the 8th

5

Management Fee is Deducted

6

Owner Payments are Processed on the 10th, +/- Weekends & Holidays

How Does It Work?

When we process your payment, you will receive an email from our system notifying of the time/date and amount processed.

Depending on your bank, it could take up to 4 business days for the funds to be available to you.

In the event that your funds on hand for the month are not enough to cover any invoices that are due, we will give you a call to arrange for you to make a deposit to your account.

This is not typical, but when it happens, you should know before hand. The most common cause is a large repair item.

Why Choose Us?

CALENDAR YEAR 2017

0%

**EVICCTIONS FOR
TENANTS WE
RECOMMENDED**

CALENDAR YEAR 2017

91%

**ON TIME RENT
PAYMENT ACROSS
THE PORTFOLIO**

CALENDAR YEAR 2017

17

**MEDIAN DAYS
OUR RENTALS WERE
ON THE MARKET**

Key Features of Our Plans

Single Point of Contact

Monthly Proceeds paid via Direct Deposit

Owner Documents/Report Available 24/7 via Portal

Online Maintenance Request for Tenants

In 2017, Our Process Helped Achieve:

0% Eviction Rate for tenants we recommended

91% of All Rents were paid on time

100% of Tenant Requested Repairs were completed

90+% of all tenants pay online

We Use Common Sense to Reduce Your Liability

3rd Party Property Condition Reports w/ Photos

3rd Party Smoke Alarm Testing w/ canned smoke

3rd Party Pet / Service Animal screening

Aggressive Breed list maintained & enforced

State Association Agreements

Standard Process for ALL Applicants

We Keep Up So You Don't Have To

We consistently are seeking 'Best Practices'

We maintain memberships in a variety of Property

Management Forums / Chapters to stay abreast of

Current Challenges

Member of National Association of Property Managers

Member of Texas Association of Realtors

Member of San Antonio Board of Realtors

Member of National Association of Realtors

Designations & Certifications

Graduate Realtor Institute (GRI)

Military Relocation Professional (MRP)

Shortsale & Foreclosure Resource (SFR)

Property Owner's FAQ

How do I get to the Owner's Portal?

Go to: <https://bluefaxpm.com/Owners>

Where can I find my Owner's Statement?

Log in to the portal, and on the right side, you will see "Reports". Rental Owner Statement is the one.

Where can I find copies of my documents?

Log in to the portal, at the top, click on 'Documents'. Here you will find your Agreements, Inspections, etc.

Where do I get a Username / Password?

Your username will be your email address. Check your email for the initial password. The system will generate it when we set up your account.

How do I Request Maintenance on My Property?

Through the Portal. Click on 'Contact Us' and it will generate a request on our end.

When Will I get My Monthly Owner's Statement?

It is generated On Demand through the portal. Just click on 'Reports', then choose "Rental Owner's Statement".

I See a Charge On My Account, Where is the Invoice?

1. On the Financials Tab, click on the "+" symbol .
2. Click on the summary expense amount.
3. You should see a paper clip icon next to the amount in question. Click the paperclip.

I need a copy of our Management Agreement / Lease / Etc., where are they?

In the owner's portal, click on 'Documents'. A copy of anything you have signed will be kept here. We also keep Property Inspection Reports here.

Do I get to Approve the Tenants?

To protect us from Federal Fair Housing Complaints, we do not allow Owner's to choose which tenant they accept. We evenly apply our criteria to all applicants. We will notify you when one meets our standards and is approved.

We cannot answer certain questions such as "where are they from"; "are they a family"; or share confidential info such as credit scores, etc.

Other Key Info

January 31 -IRS Form 1099s are processed and in the mail. Make sure we have your updated mailing address.

There is an administrative fee charged if we have to re-process the form due to your address not being up to date.

In the event of Multiple Owners, monthly proceeds are disbursed to One Primary Account.

Other Key Info

The Texas Property Code requires that all exterior doors have certain types of locking devices.

For purposes of the Property Code, the door that leads from the home into the garage is an exterior door.

The code also states the home MUST be rekeyed between tenants at owner's expense, not later than 7 days after turnover.

It also states that the home must be rekeyed at tenant's request, without limit. But after the initial rekey, the tenant is responsible for the cost, and must provide the landlord with a copy of the key each time.

Scope of Service

Initial Property Condition & Make Ready

Property should be Rent Ready when Bluefax PM takes over management of the property. If work needs to be completed, we are happy to share our vendors contact info with you as well as the guidelines for the condition the property should be in.

If we take over a property that is not 'Rent Ready', we are happy to bring it up to standard. For homes that need painting, flooring and other repairs, our fee for overseeing this type of work is 10% of the cost of the work. This is to cover the additional time and trips to coordinate vendors and oversee work.

If the only thing the unit needs is the locks / smoke alarms brought up to code, we simply pass along the cost for these items.

Personal Property

Once accepted for management, the home should be free of all personal property. This includes the garage, attic and sheds.

Appliances

Bluefax PM requires a stove/oven to be installed, and if there is a space for intended for it, a dishwasher.

Appliances must be in a clean, presentable and working condition. Refrigerators and Washer/Dryers are not required. They do help get a unit rented though. If these items are installed, they need to be in clean, presentable and working condition. If supplied, owners will be responsible for maintenance on these items as well.

Lease Signs

Bluefax PM will install a 'For Lease Sign' on your property. This sign is designed to be compliant with the Texas Real Estate Commission Guidelines on advertising. Please do not alter or remove the sign. The sign will stay in place until a tenant has been secured

Scope of Service

Advertising

Bluefax PM will advertise your home on major websites and with our vast network of agents.

For Equal & Fair Housing Compliance, we insist that owners do NOT advertise their homes on their own ‘to help us out’. This causes confusion and could lead to a Federal Fair Housing Complaint.

Collect Deposits

We collect security deposits IN FULL before allowing anyone to move in to a property. Funds must be in a Certified Funds (Cashier’s Check / Money Order).

To comply with the Texas Property Code, we maintain a separate account just for Security Deposits, as this money is actually the tenants. At move out, if damages are incurred, we assess the actual damages and return any leftover amount to the tenants within 30 days along with a full accounting of any monies withheld per Texas Law.

Collect Administrative Fees

Bluefax PM from time to time may collect administrative fees from tenants. These fees are retained by Bluefax PM per the management agreement to offset their expense.

Examples of these fees include: Late Fees, HOA Violation Notices, Early Termination, Mailing Certified Notices, Application Fee, Administrative Fee, Etc.

Reporting Payment Patterns

Bluefax PM at its sole discretion may report the payment patterns of tenants to credit reporting agencies

Other Key Info

Any required pet fees, like a pet deposit, may not be applied to assistance animals.

A reasonable accommodation request for an assistance animal cannot be conditioned on the payment of such a fee.

However, the person is responsible for any damage to the property caused by the assistance animal, excluding normal wear and tear, and all reasonable costs associated to repair the property, if this is your practice to assess tenants for any damage they cause.

Other Key Info

We use a 3rd Party Provider for our Move IN Property Condition Reports.

These reports typically contain 30-70 pages of photos of each room of the home to document the condition in case there is damage present when the tenant moves out.

We also send out the same provider roughly during the middle of the lease. They provide a similar report to document how the tenant is taking care of the home.

This helps protect us from unexpected things like illegal activity, unauthorized above ground pools or trampolines, etc.

They also will check the dates on smoke alarms, and check that they function using canned smoke. Any smoke alarm that is 10 years old OR doesn't have a date on it should be replaced immediately.

Scope of Service

Maintain an After Hours Emergency Repair Phone Line

Bluefax PM will maintain a phone for emergency repair reporting. This line is available 24/7.

During normal business hours, this line may be answered by Bluefax PM Staff.

After hours / weekends / holidays, this line will be staffed by a vendor specializing in troubleshooting and coordinating vendors with emergency repairs.

Submit Listings to MLS and Others

Bluefax PM maintains membership with the San Antonio Board of REALTORS. Your listing will be submitted to the MLS within 2 business days.

We require the home to be Rent Ready before listing. This allows for us to take good photos, and schedule showings that will make a good first impression.

We also maintain other software subscriptions. Your listing will be syndicated to a variety of rental sites.

Place a Lockbox on the Property

Bluefax PM will place an electronic combo box on your property for easy showing access. Our boxes are accessed by members of the San Antonio Board of REALTORS and by individuals that have uploaded an ID online for self serve showings.

Self serve showings are given a one time use code only good for the day of their appointment.

Scope of Service

Authorize Other Brokers & Their Agents to Show

Bluefax PM fully cooperates with Other Brokers to act in our clients best interest of getting our homes leased as fast as we can. We offer competitive commissions to these agents to attract them and their rental clients to our units.

Employ Scheduling Companies

In order to best serve our clients, we have engaged with an online showing service to allow agents and individuals to schedule showings of your property. This ensures that any appointment opportunity is not missed.

We also use self scheduling tools to allow prospective tenants to tour vacant homes at their convenience using a one time code. This helps us get your unit rented sooner.

Process Applications & Verify Data Submitted

Tenants will submit applications online. We process their application, and make every attempt to verify the accuracy of their data, income, rental history, etc.

Once an application is approvable, we will inform you that we have an approved application, and the proposed terms.

In order to protect you from potential Federal Fair Housing Claims, we will not be able to provide you with credit scores, family status, etc.

Expect to hear a general summary along the lines of that their credit was Excellent / Good / Bad, income is at least 3 times the rent, how many pets they have, and when they want to move in.

Other Key Info

We have found it to be a best practice to show homes when they are vacant and move in ready.

You only get one chance to make a first impression.

When applicants are approved, the property manager is prohibited from sharing certain confidential information with the owner, such as Credit Score.

In order to avoid fair housing claims, your property manager will not be able to answer questions relating to a protected class issue, such as Race, Religion, Family Status, etc.

Other Key Info

Service Animals and Emotional Support Animals are not considered "Pets", and therefore must be allowed, even in "No pet Homes".

Any required pet fees, like a pet deposit, may not be applied to assistance animals.

A reasonable accommodation request for an assistance animal cannot be conditioned on the payment of such a fee.

However, the person is responsible for any damage to the property caused by the assistance animal, excluding normal wear and tear, and all reasonable costs associated to repair the property, if this is your practice to assess tenants for any damage they cause.

Scope of Service

Pets & Service Animals

We maintain a typical list of prohibited breeds. For pet screening, we use a 3rd Party Provider to screen all of our animals. This includes any Service Animals or Emotional Support Animals (ESAs) as well.

Our provider is an expert on screening ESAs for fraud. Up to 1/3 of the tenants that submitted a claim for an ESA eventually converted that request into a regular pet application.

Negotiate and Execute Leases

When Bluefax PM identifies a great tenant, we will notify them of approval and move forward with preparing the lease and getting it out for e-signatures.

In the event an applicant wants to negotiate, we will negotiate with them and present that to you, the owner for final approval.

We will continue to accept applications until a suitable candidate is found.

Negotiate and Execute Extensions & Amendments

During the course of the lease, if something routine comes up that requires a change, and we are not able to reach you for a signature, we will prepare the proper form and execute it.

Most typical in this category is a tenant obtaining a pet during the term of the lease or a change in roommates. We will inform you and ensure you receive a copy.

This could also include lease renewals. At 60 days before the end of the lease, we should be in touch regarding your intentions on renewing the lease or not.

Scope of Service

Terminate Leases

If a tenant is not performing on their lease, or has other violations that they are not correcting, Bluefax PM, in their sole discretion may terminate the lease of a tenant. We have to apply the rules evenly across all of our tenants to avoid potential Federal Fair Housing Claims.

Negotiate Favorable Terminations (Cash for Keys)

In the event we have to terminate a lease, we may choose to pursue what's known as 'Cash for Keys'. This may entice a problem tenant to move out and leave the property in good condition.

This would be an alternative to pursuing evictions and then the ensuing collections process. Before proceeding, Bluefax PM will inform the property owner.

The property owner will be responsible for the cost of the offer.

Collect Rents

Bluefax PM will maintain a separate bank account for collecting rent. Tenants are encouraged to pay rent online, though we will accept checks.

Before move in, we collect a Full Months Rent prior to move in. If the rent is to be pro-rated for a partial month, we will do the pro-rations during the 2nd month of the lease.

Rent is due on the 1st of each month and late fees are assessed on the 3rd. At this point, tenants will begin receiving system generated late notice emails on their tenant portal email. If a tenant hasn't paid by the 7th of the month, a formal late notice is sent via email AND certified mail. This notice gives them 3 days to cure the breach.

If the rent isn't paid by the 10th, the formal 'Notice to Vacate' is served via email and certified mail. From here, we begin the eviction process and notify an attorney.

Other Key Info

Property Managers can only evict tenants over unpaid rent.

When tenants have late fees, other charges, any money received is first applied to outstanding charges, and any remainder is then applied to the rent.

Tenants have a special statutory right to terminate the lease early in certain situations:

- Domestic Violence
- Sex Offenses or Stalking
- Military Orders

If a tenant terminates the lease early, the landlord has a positive duty to mitigate the loss by getting the property back under lease as soon as possible.

Other Key Info

A tenant may not be charged for 'normal wear and tear' on a property.

Normal wear & tear consists of traffic patterns in carpet, scuffs on wood / vinyl flooring, minor nail holes to hang pictures,.

Damage is large holes in sheetrock, walls painted different colors than they were at move in, or holes in the carpet.

When withholding funds from a Security Deposit at move out, only the amount actually spent may be withheld, and must be accounted for when sending the deposit.

The deposit must be returned within 30 calendar days.

When replacing damaged items, they must be pro-rated for their useful life.

For example, a tenant moves in to a unit with 5 year old carpet.

1 year later, the carpet is destroyed and must be replaced.

Most carpet has a useful life of 7 years, you can only charge for the 1 year of lost use.

Scope of Service

Inspections

Every 2 weeks while home is vacant

Move In Condition Report (at Bluefax PM Expense)

Mid Term Condition Report halfway through lease (at owners expense)

Move Out Condition Report (at Tenants Expense)

Reporting

We will Maintain Accurate Records.

We will File IRS Form 1099 Annually as required by the IRS.

We will Make Available Copies of all Leases, Invoices, Statements & Agreements (these are all available on the Owner's Portal)

Maintain a Portal for Routine Maintenance Requests

We maintain a Tenant's Portal to encourage better communication with our tenant's. Part of this portal is the ability to enter and track routine maintenance issues as they arise.

Maintaining The Home While It Is Vacant

When tenant's vacate the house, utilities will be switched to Bluefax PM's account.

We will also have the lawn serviced every other week , or as needed.

Expenses will be paid from the owner's reserve account. If the balance becomes low, Bluefax PM will make a request for the owner to add funds.

Scope of Service

Hire Contractors to Make Routine/Emergency Repairs

We maintain a pool of approved contractors for routine and emergency maintenance. These vendors know us, and respond to us when we call because we represent a large pool of business, not just a single account.

Bluefax PM cannot accommodate all requests to use a particular provider for your property, though we will listen to any extenuating circumstances. Having to keep track of a different A/C or Plumbing vendor for each property, and who to call when a need arises would be a logistical nightmare, and a recipe for failure.

We have established procedures with our vendors and billing accounts already arranged which work within our established processes.

For liability reasons, we cannot entertain using an owner, one of their family members or a neighbor for maintenance because 'they are handy'. This is also a major tenant safety concern as well.

Other Key Info

Owner and Broker are obligated under law to disclose to a tenant or to a prospective tenant any known condition that materially and adversely affects the health or safety of an ordinary tenant.

Owner is obligated under the Property Code to repair any such condition for a tenant.

Other Key Info

Let your insurance agent know that your property is a rental. The coverage is different and will change your premium.

Liability Insurance - Speak with your agent about what is the 'Right Coverage' for you in regards to Liability Insurance. What happens if a tenant or their guest is injured on your property?

You should maintain enough savings to make your payments in case the rent is late or otherwise delayed, like an unexpected vacancy.

Property Owner Responsibilities

Maintain Property Insurance

Property Owner must maintain a Public Liability Insurance policy in addition to typical property insurance to cover replacement costs.

Insurance Policy must name Bluefax Realty, LLC as Additional Insured.

Mortgages & Property Tax

Owner must remain CURRENT on any mortgages & taxes for the property.

Bluefax PM can not make mortgage or tax payments.

Home Owner's Associations

Owner must remain CURRENT on any HOA Dues for the property. Bluefax PM can not make monthly/annual payments for HOA Dues.

Property Owner may ask the HOA to forward any notices of violation to our office, OR the property owner can simply forward them to us if they receive any.

Tenant Contact

Property Owner should avoid direct contact with the tenants. Having direct contact can expose the Owner AND Bluefax PM to unfair housing /discrimination claims (It happens!).

Contacting the tenant directly never ends well for the owner, as you can imagine, if the tenant is ever late, they'll want you to make an exception, etc.

Keys & Visiting the Property

Once Bluefax PM begins management, Property Owners should not possess a copy of the keys. We're required to restrict access to any copies. This is a tenant safety issue and is non-negotiable.

Tenants expect "quiet enjoyment of the property. It is not advisable for owners to visit the property without an Appointment, and you could be trespassing.

Making Your Unit "Rent Ready"

Locks

Each "Exterior Door" must have a regular Dead Bolt AND a Keyless Deadbolt. The door from the garage is considered an Exterior Door.

This is to protect tenants once they're inside the unit from someone that may have a copy of the key.

Sliding Glass Doors must have a pin lock or 'Charlie Bar'.

Viewing Devices (Peep Holes)

Each exterior door must have a peep hole that views a minimum of 160 degrees. This includes the door to the garage.

Smoke Alarms

Smoke alarms should be tested with a can of Real Smoke to ensure they actually work. Pushing the button to test is not enough....

Smoke Alarms should not be older than 10 years. If they do not have a date printed on them, they are considered expired and will be replaced.

A Smoke Alarm is required in each bedroom, and in the hallway immediately outside the bedroom.

Refer to the TX Property Code for exact placement.

Keys

The unit is required to be re-keyed within 7 days of tenant turnover. Each time the unit is rekeyed, the PM will be given a copy of the key.

Clean

The unit should not have ANY personal property left onsite, to include inside storage sheds.

The unit should "Move In Ready". Determining cleanliness is at the sole discretion of Bluefax Pm.

Other Key Info

When replacing locks, switching to the Kwikset SmartKey system makes rekeying simple and easy to accomplish.

When repainting, choosing a 'Standard Color' is best. It makes touchups a breeze and will potentially keep you from having to repaint as often.

Interior Paint in Rental Units is typically Pro-Rated over 3 - 5 years of use.

Carpet is pro-rated over 5-7 years, depending on quality.

If you have a garage door opener, we will require 2 remotes in working order.