



612-367-7848
www.mauzyproperties.com

Welcome to Mauzy Properties

MANAGING



LEASING



SELLING



BUYING



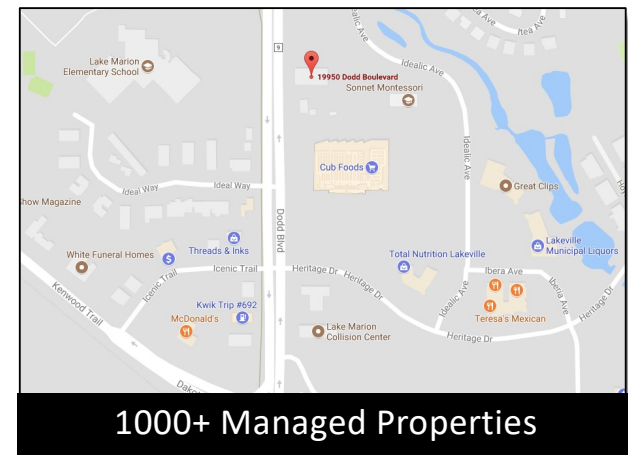


612-367-7848
www.mauzyproperties.com

WHO WE ARE

- ✓ Local property management company officed out of Lakeville, MN
- ✓ Established in 2010 as a small, in-house property management company for owners' portfolio
- ✓ **Full-service real estate brokerage** focused on leasing, managing, buying and selling properties
- ✓ Specializing in residential properties spanning all price ranges and property types
- ✓ Servicing the Twin Cities and surrounding metro areas
- ✓ Our goal is **“Quality Properties, Quality Tenants, Quality Owners”**
- ✓ Not too big, not too small – just right!

Our entire management system was developed with an **“owner mentality”** and it contributes to everything we do.



WHAT MAKES US BETTER?



A+ Rating

- ✓ Handymen on staff and labor is **free** for most basic repairs
- ✓ We are the **only** property manager in Minnesota that warrants every tenant we place for the **entire** original term of the lease **as well** as the duration of any lease renewals we complete
- ✓ Each property has 2 assigned points of contact, no call center roulette
 - ✓ Leasing and sales agent, fully licensed Realtors
 - ✓ Dedicated property manager for you and your tenants
- ✓ Professional photography included at no extra charge, as well as a video marketing tour
- ✓ Top rated property management company in the Twin Cities on Google with over 600 reviews, as we strive to create **Exceptional Experiences**

SIMPLICITY AT ITS BEST

- ✓ Outstanding customer service
- ✓ 24/7 online access for owners and tenants
- ✓ Free market analysis of your property
- ✓ No hidden or setup fees
- ✓ No charge city licensing property inspections
- ✓ No charge MN certificates of rent paid for Tenants
- ✓ **No binding contract – only a 30-day notice to cancel**
- ✓ *We believe in providing exceptional services, rather than fear of termination fees or binding contracts in order to maintain relationships*



PROPERTY MANAGEMENT



Much like using a good accountant or financial planner, a quality property manager will....

- **Protect your investment**
- **Provide professional service**
- **Reduce your costs**
- **Increase your income**

Our licensed Realtors have their fingers on the pulse of the entire rental market. Their relevant and timely knowledge of the market will result in accurate pricing and market rental rates. **After receiving a signed management agreement**, our fast-moving process will have your home ready for marketing and locating a quality tenant in a matter of days.

REAL ESTATE EXPERTS

- Our agents are **fully licensed real estate agents** and are equipped to help with both the rental and for sale side of real estate
- When it's time to sell... We offer listing discounts to our rental owners and our knowledge of the property and current tenants helps make it a smooth process
- Looking to add another rental to your portfolio? Talk to your agent about setting up an investment property search. You'll want an agent who knows the rental market well when identifying your next investment.
 - If you have **3 or more properties** with us, you are eligible for the multi-property discount which drops the monthly fee to **\$79/unit/month**



COMPLETE TENANT SCREENING

- A thorough screening process is **crucial**. Bad tenants can be very expensive due to lost rent, extra time spent dealing with them, and damage to the property.
- We partner with **TransUnion** for all screening and use their premium services for the most detailed and thorough reporting
- We review all reports and screenings, verify photo ID and income, and give our recommendations, but ultimately, the **owner makes the final decision**

SCREENING IS THE MOST IMPORTANT SERVICE A PROPERTY MANAGER PROVIDES.

BACKGROUND CHECKS INCLUDE	
National Criminal Search	✓
County Criminal Search	✓
Eviction History	✓
Sex Offender Search	✓
Terrorist Watch List Search	✓



TENANT WARRANTY



- If a tenant, we screen & place, fails to fulfill their first lease term, and they have not paid to cancel the lease, we will replace them with a new tenant and waive our marketing and tenant placement fees.
- Our tenant guarantee is also extended when we perform a lease renewal (5% aggregate rent lease renewal fee)
 - Mauzy tenants have an 80% renewal rate, and average tenant retention of 32 months per lease term. Retention is key for a good rental property

Mauzy Properties is the only property manager in Minnesota that warrants their placed tenants for the entire first term of the lease, as well as for future lease renewals.

HANDYMAN ADVANTAGE

- ✓ Mauzy Properties employs a crew of full-time handymen
- ✓ Our monthly management includes **FREE labor** for handyman services such as tightening, adjusting or aligning of items in your home.
- ✓ Owner pays for the parts and materials
- ✓ Mauzy Properties has saved their owners **\$312,700** over the past year due to our included handyman services. Your savings are also tracked on our monthly rental statement for full transparency.
- ✓ Obviously, we cannot be responsible for repairs or improvements that are required before our agreement starts, but we are happy to complete those repairs on a bid basis.



TYPICAL “Included” HANDYMAN REPAIRS



- Leaky faucets
- Misaligned door locks
- Toilet flapper replacement
- Troubleshooting Furnace and Heating Issues
- City licensing inspections
- Lighting pilot lights
- Tripped circuit breakers
- Lubricating hinges and garage door rollers
- Smoke & carbon monoxide detector maintenance
- Tenant video conference with senior maintenance techs for speedy troubleshooting
- Many other basic repairs

DO I GET TO APPROVE MAINTENANCE?

Yes of course, if you prefer. To accommodate our owners, we establish a maintenance approval amount. The standard amount is \$300.

UNDER \$300 Resolve issue and document it on your monthly statement.

OVER \$300 Discuss options and get approval.
Our vendors know to look for active warranties on appliances when possible.



Important Note: We've negotiated better prices and service with our vendor partners due to volume and experience. In some cases, we do not know the cost to repair an item until it is diagnosed.

MAINTENANCE EMERGENCIES



Maintenance emergencies are an exception to the \$300 notification threshold. We have technicians on call 24/7 and emergencies are defined as incidents that occur that put your property at risk of substantial damage.

Examples of emergencies are water pipe bursts, gas leaks, leaking roof, basement flooding, sump pump failure, just to name a few.

**IN AN EMERGENCY SITUATION, WE TAKE THE NECESSARY
STEPS TO PROTECT YOUR PROPERTY AND CALL YOU ONCE
THE EMERGENCY HAS BEEN AVERTED.**



612-367-7848
www.mauzyproperties.com

OWNER-FRIENDLY MANAGEMENT FEES

Example pricing comparison based on a single property with \$2,000 a month in Rental Income.

TYPICAL FEES	MAUZY PROPERTIES	OTHER MINNESOTA COMPANIES
Property Setup Fee	Included (\$0)	\$250
Marketing Photography & Video	Included (\$0)	\$200 - \$495
Online Marketing Costs	Included (\$0)	\$150 initial plus \$50/month
Tenant Search, Screening & Placement	1 Months Rent (\$2,000)	1-2 Months Rent (\$2,000 - \$4,000)
Custom Lease Creation & Execution	Included (\$0)	\$350 to both owner AND tenant
Monthly Management Fee	\$100/month/unit or \$79/month/unit if managing 3 or more units for owner	Up to 10% of Rent
ANNUAL COST TO OWNER	\$3,200.00 **	\$5,400.00 - \$7,695.00 **
** Tax Deductible	30% - 60% SAVINGS	

HOW DO YOU DETERMINE THE RENTAL PRICE?



We run rental comparables for your property and area. A current market analysis is used to determine a starting price with a goal of having it rented in less than 30 days.

**AS LICENSED REALTORS, WE HAVE A WIDE VIEW
AND DETAILED KNOWLEDGE OF THE MARKET.**

We also track the number of calls, showings, and applications received and review listings and prices weekly to make pricing adjustments as needed.

Our pricing strategy is based on using our knowledge and skills, while also listening to your needs. Together we'll weigh rental price vs. potential vacancy, to ensure the best plan of action for your investment.

EXPOSING PROPERTIES TO THE MARKETPLACE

- Presentation matters! That's why we invest in professional photography for every property.
- 95% of potential tenants start their rental search online and eliminate properties with dark, cluttered, or blurry photos.
- Our agents are trained to give staging and home improvement recommendations at initial walkthroughs to ensure a strong marketing presence.
- We give all properties maximum exposure through our marketing program, which includes 30+ websites, local media, a tenant referral program, and our own top-ranking website.



- In 2020, online sites like Zillow started charging for ad space. Unlike other companies, we have not passed those costs on to our owners and have absorbed the fees, as the sites are vital to online rental presence.

IN REAL ESTATE, QUALITY PHOTOGRAPHY IS WORTH MORE THAN A 1,000 WORDS!

MARKETING VIDEO TOURS

- In 2020, our leasing agents found new ways to showcase properties via guided video tours of the property. This has now become a staple to every new rental listing we do.
- We film, edit, produce and upload guided tours of your home and share the link with interested and qualified parties.
- Offers perspective tenants a great way to “tour” a house on demand and get a feel for whether the layout works for them before an in-person tour is performed, as well as reduce in-home traffic of parties that aren’t interested or qualified.
- High level video tours have custom intros, text overlays, background music, end caps and more. **QUALITY** presentation for **QUALITY** tenants!



VIDEO TOURS OFFER NEW LEVELS OF DETAIL AND FLEXIBILITY FOR TENANTS

SECURITY DEPOSIT PROCESS



- We recommend a security deposit that is equal to the value of one month's rent, sometimes more if the situation warrants it.
- Once we collect the security deposit and the lease starts, we transfer the deposit to your checking account.
- At the end of a lease term, we handle the move-out inspection and any damage calculations before processing the security deposit refund.

PER MINNESOTA STATE LAW, THESE FUNDS NEED TO BE PLACED INTO AN INTEREST-BEARING ACCOUNT IN THE NAME OF YOURSELF AND/OR BUSINESS AND THE TENANT.

Security deposit refunds must be postmarked to a tenant within 21 days, per state law or could be doubled by the courts for late refunds.

OUR PROPERTY INSPECTION PROGRAM



**REGULAR PROPERTY INSPECTIONS
AND ROUTINE MAINTENANCE CAN
SAVE YOU, AND US, THOUSANDS
OF DOLLARS!!**

- Property condition inspections occur approximately every 180 days.
- Spring and fall inspections ensure seasonal maintenance is performed and establishes a prevention plan.
- In addition, inspections are completed every time a maintenance technician visits your property for a service call.
- Before and after each tenant moves, we perform and document a full property inspection with numerous photos.
- We also enter and inspect the property if the tenant fails to pay rent or respond to our communications.
- Our vendor partners are also trained to notify us of concerns each time they visit a property for service calls.

FIRM RENT COLLECTION PROCESS

Our lease gives the tenant a grace period from the 1st to the 4th of each month to pay the rent on time.

IF THE RENT IS NOT RECEIVED BY THE 5TH, THEN THE FOLLOWING PROCESS BEGINS:

1. On the 5th day we contact tenants with a 48-hour notice that legal action will be taken.
2. If there is no response or payment within 48 hours of this notice, the tenants are served a 14-day "Breach of Contract" notice drafted by an attorney at no cost to you. [Most late paying tenants pay following this notice].
3. If there is no response or payment within 14 days of this "Breach of Contract" notice then we contact you and get your approval to file for an eviction court date. * *



** *If a company, like an LLC, or S-Corp, owns a property we are not allowed to represent you in court as your "Agent."
Properties owned by companies are required, by law, to have an Attorney represent them in court.*

OUR EVICTION RATE IS LESS THAN ONE PERCENT!

WHAT HAPPENS WHEN A TENANT MOVES OUT?

- ✓ Tenants are required to give a written 60-day notice prior to moving out at the end of their lease term.
- ✓ Tenants receive a Move-Out Packet, which includes a cleaning checklist, key and utility instructions, and security deposit return procedures.
- ✓ Once the tenant moves out, we perform a total property inspection and use the tenant's security deposit to cover any damages or cleaning that is needed to return the property to its rent-ready condition.
- ✓ The remaining deposit money is returned to the tenant with a full accounting of any repairs performed. We love it when we can return a full deposit to the tenants because this means the property is ready to be rented again.



PETS ARE YOUR CHOICE

- More than 75% of renters have pets
- Allowing pets will maximize and increase your rental value, qualified tenant pool size, and leads to longer tenant retention
- We recommend a maximum of 2 pets, limit weight and enforce aggressive breed restrictions
- We recommend charging tenants a non-refundable \$300 pet fee (depending on property) that goes to the property owners
- Our inspection process always includes a thorough search for pet damage and smell



Note: If a tenant has proper documentation for a service or companion animal as allowed in the Fair Housing Act then we are obligated to allow these animals and cannot charge a fee. The tenant is still responsible for any damages caused by the animal.

TENANT HELD RESPONSIBLE FOR UTILITIES



- We verify that the proper utilities are in the tenant's name before they can move into your property.
- Whenever possible it is best to have the tenants responsible for paying the utilities directly. However, if there are some utilities that must remain in your name, you can provide us a copy of the bill, and we will collect those expenses from the tenant and reimburse you.
- We highly recommend that all property owners setup landlord agreements with their utility providers, as this protects you and your home.

WHEN AND HOW DO YOU PAY OWNERS?

- ✓ We collect all rent payments from the tenant (due on the 1st of the month, late by the 5th) which are deposited in our trust account for safe keeping
- ✓ We deduct our management fee and any other expenses that have been authorized and we send the balance to your account
- ✓ We process payment transfers **by the 6-9th of each month to owner's accounts via ACH direct deposit**
- ✓ Each month you receive a detailed statement (on or around the 10th of the month) that accounts for all payments and expenses on your property
- ✓ Owners can access custom reports and previous statements online anytime



STEPS TO GETTING STARTED

1. After reviewing our services and fees, set up a time with one of our leasing agents to tour your property
2. Agent will answer questions, make suggestions about rent price and work needed before listing home for rent
3. We will send out the property management agreement documents for you to sign electronically
4. Once the contract is signed, get the home ready for the marketing day where professional photos and the video tour will be created
5. Leasing agent will create the marketing materials and publish ads to our online marketing system to begin showcasing your property
6. Qualified tenant is found, passes all background checks, owner approval is obtained, and security deposit is paid by tenant
7. Lease is sent out for all parties to sign electronically
8. Owner gets the home ready for the move in inspection (occurs at least one business day before new lease start date) and follows the "Ready-To-Rent Checklist" for information about getting the property ready



OUR PROCESS



Analysis



Onboarding



Marketing

ANALYSIS

- Quality assurance walk-thru
- Highest and best use review
- Rental rate analysis

MOVE-IN INSPECTION

- Thorough inspection
- Photo documented condition
- Safety & quality assurance

ONBOARDING

- Discovery
- Document property details
- Assign agent and property manager
- Agreements signed
- Info gathering/data input
- Notify utilities & city inspectors

TENANT MOVE-IN

- Key exchange
- Property Manager introduction
- Confirmation of utility transfers
- Tenant move-in checklist
- About my house info sheet

MARKETING

- Professional photography
- Video marketing tour
- List on 30+ websites
- Quick responses to leads

PROPERTY PRESERVATION

- 180 days inspections (photo documented)
- Seasonal info notices
- Free basic handyman repairs
- 24/7 emergency team

SCREENING

- Transunion© provided (Credit, criminal, eviction reports)
- Owner makes final approval
- Expert guidance
- Verify photo ID and proof of income

TENANT TRANSITIONS

- Pre-moveout marketing plan
- Thorough moveout inspection (photo documented)
- Restoration team on ready





612-367-7848
www.mauzyproperties.com

Thank You!

MANAGING



LEASING



SELLING



BUYING

