Mill City Property Management , LLC
182 Prospect St
Manchester, NH 03108
(603) 782.3367
info@millcitypm.com
www.millcitypm.com

Dear Prospective Client,

Thank you for contacting us for information regarding our services. Enclosed you will find a copy of our new client management package which will provide you with information about us and the services we offer.

As a full service property management company we offer complete property management services. All of our services are provided at **one low monthly fee** with no hidden costs.

Each of our licensed Property Managers is knowledgeable, professional, prompt and courteous. As experienced real estate professionals we realize your property is a valuable investment and we treat it as such. With that in mind our primary goals are to:

- Maximize Your Cash Flow: We are committed to maximizing your income by obtaining the maximum amount of rent for your home that market conditions will bear.
- Minimize the Vacancy Period: We are committed to minimizing the time that your rental is not generating income by designing and executing a targeted marketing plan to rent your property as quickly as possible.
- Protect Your Investment: We are committed to protecting your investment by thoroughly screening prospective tenants.
- Do the Work for You: We are committed to providing you full service by handling everything on your behalf so you can spend your time on more important things!

Please review our management package and call us at 866-639-1574 if you have any questions or concerns. We hope that we can be of service to you and look forward to hearing from you in the near future.

Kind regards,

The Mill City Property Management Team

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PROPERTY MANAGEMENT SERVICES WE PROVIDE

At Mill City Property Management, we are committed to fulfilling all of your property management needs. Below is a list of some of the property management services we provide our clients. If there is a service you are particularly interested in but cannot find it listed below, please call us at 603.782.3367.

Professional, Prompt, and Courteous Service

As a family owned and operated business, we strive to provide each of our clients and their tenants with professional, prompt, and courteous service. Each of our licensed property managers treats all clients and tenants with respect and dignity.

Prepare Your Property to be Rented

Your property manager will meet with you to evaluate your property and make recommendations on how to best prepare your property in order to obtain the optimal monthly rental amount.

Your property manager will coordinate the completion of any maintenance or repair items you have approved using our extensive network of qualified vendors to ensure all work is completed.

Determine the Optimal Monthly Rental Amount

Your property manager will do a market analysis to determine the optimal monthly rental amount for your property, utilizing a wide range of professional resources.

Design a Targeted Marketing Program

Your property manager will meet with you to design a targeted marketing program, which will be incorporated in order to fill vacancies in your property as quickly as possible.

Your property manager will execute your targeted marketing program utilizing the Internet, social media, listing services such as the MLS, Zillow, Trulia, Rentals.com, circulars, and property signs.

Your property manager will promptly pursue all leads and inquiries and schedule showings of your property during the week, evenings, and weekends.

Thorough Screening of Applicants

Your property manager & leasing team will thoroughly review each prospective tenant's rental and credit history, including prior evictions.

Your property manager will verify your new tenant's current employment and stated income.

Your property manager will contact your new tenant's previous landlord(s) to verify payment history and care of property.

Your property manager will discuss the results of the screening process with you and make our professional recommendation.

Coordinate Move-In of New Tenant

Your property manager will collect the first month's rent and security deposit in the form of a cashier's check prior to your tenant's move-in.

Your property manager will prepare all rental and lease agreements utilizing New Hampshire Association of Realtors approved forms.

Your property manager will meet with your new tenant and ensure all agreements have been properly executed prior to his or her move-in.

Your property manager will document your property's condition utilizing digital photography prior to your new tenant's move-in.

Your property manager will have your tenant complete and sign a "Statement of Condition" report verifying the condition of the property at the time of his or her move-in.

Your property manager will instruct your tenant regarding rental payment terms and required property maintenance.

Prompt Rental Receipt Collections and Disbursements

Your property manager will promptly collect your rental income from your tenant at the beginning of each month.

Our Accounting Department will disburse the rental proceeds in the manner instructed by you on a monthly basis.

Your property manager will serve five day notices to "Pay Rent or Quit" if rent has not been paid the by the fifth day of each month.

Your property manager will coordinate the start of unlawful detainer action to evict your tenant in the event the rent is not paid.

Payment of Your Monthly Expenses

Our Accounting Department will pay all recurring monthly expenses on your behalf such as:

- Mortgage
- Property Taxes
- Insurance
- Home Owner's Association Dues (if applicable)
- Utilities
- Lanscaping and Pool Services

Detailed Monthly Accounting Reports

Our Accounting Department will provide you with monthly itemized statements showing income and expenses related to your property, including year-to-date totals.

Our Accounting Department will provide you a year-end accounting summary of your account, along with 1099s.

Complete Property Maintenance Services

We provide our clients with 24-hour response services.

We minimize the cost of repairs and maintenance using our extensive network of contractors, vendors, and handymen.

We coordinate property reconditioning, including painting, window coverings, new carpet, and carpet cleaning.

We arrange for any necessary services such as utilities, annual furnace servicing, septic pumping, fuel refilling (if applicable), plowing, landscaping, and pool service.

We ensure all investment property town requirements are fulfilled if necessary.

COMPARE YOUR PROPERTY MANAGEMENT COMPANY

How well do you know your property management company? Use the checklist below to compare your current management service to what Mill City Property Management has to offer.

PARTIAL LIST OF SERVICES	YOURS	OURS
PROMPT RENT COLLECTIONS		✓
TENANT SCREENING		✓
ALL PAYMENTS AND BILLS PAID		✓
EVICTION AND LEGAL SERVICES		✓
FREE RENTAL SERVICE TO TENANTS AND ON-LINE RENT COLLECTION		✓
PREPARATION OF VACANCIES		✓
COMPLETE MAINTENANCE SERVICE		✓
MONTHLY COMPUTERIZED ACCOUNTING		✓
24-HOUR SERVICE		✓

Does your management company stack up? If not, give us a call at 603.782.3367

QUESTIONS THAT ARE FREQUENTLY ASKED BY NEW CLIENTS

Below are just a few of the questions that are frequently asked by our new clients. If you have questions that are not answered below, please feel free to contact us at 603.782.3367

Q. What determines the rent for my property?

A. Ultimately the rental market. We use our experience,marketing skills, analysis, and professional judgment to optimize rents in accordance with your goals.

Q. How are security deposits handled?

A. Security deposits are deposited into a trust account. They remain in the trust account until the tenant vacates the property. By law, and security deposit money due the tenant must be refunded within thirty (30) days.

Q. How are tenants selected?

A. We carefully screen each prospective tenant. We verify rental history, employment, and obtain a report which includes credit and criminal records.

Q. Do I pay for processing the tenants' applications?

A. No. The tenant pays for their rental application.

Q. Who pays for maintenance and repairs to my property?

A. The owner pays for maintenance and repairs, unless the tenant has agreed to assume responsibility for an item. In that case, we will seek reimbursement on your behalf from the tenant. We deal with a large volume of property, and have good relationships with our contractors. We can normally achieve considerable savings to you for repairs and maintenance. We save you money whenever possible.

Q. Who pays for the marketing of my property?

A. We handle all of the marketing of the unit when we are providing tenant placement services. The tenant placement fee is paid by the owner on a per placement basis. This fee covers our cost for advertising, as well as our time/labor for handling all showings, processing applications, and drafting lease documents/coordinating lease signing. We market the property intensely, using primarily online resources (Social media, MLS, Zillow/Trulia, and Craig's List).

R. Are management fees tax deductible?

A. Generally, as a direct expense item, yes. However, you should confirm this with your tax advisor, as your specific situation may be different.

S. What is typically involved in preparing a property to be rented?

A. Generally, you should expect to make the property move-in ready for a tenant. This may involve painting or patch work, carpet cleaning, and minor repairs. Your property will rent quicker and demand a higher rental value if it is in good condition. As part of our template lease agreement, we require the tenant to have the unit professionally cleaned upon move-out. This usually eliminates time in between tenants, ensuring the days a unit is kept vacant are kept to a minimum. We expect each unit to be in top shape, from ceiling to floor, prior to a new tenant taking occupancy.
****We do coordinate minor repairs as needed, as part of our monthly management fee. In the event you would like us to oversee a larger renovation, we are certainly able to do that but the cost would be in addition to the regular monthly management fee.*

NEW CLIENT MANAGEMENT APPLICATION

OWNER INFORMATION

FULL NAME(S)	SSN - only one needed
OWNER ADDRESS Street City State Zip	
PROPERTY ADDRESS Street City State Zip	
PRIMARY PHONE	SECOND PHONE
EMAIL ADDRESS	EMAIL ADDRESS 2

PLEASE COMPLETE THIS SECTION IF THE PROPERTY IS OWNED BY A COMPANY YOU OWN OR MANAGE

LLC/ENTITY INFORMATION

ENTITY NAME	TAX ID
ENTITY MAILING ADDRESS (if different from yours) Street City State Zip	

DATE OF FORMATION	ENTITY PHONE if applicable	EMAIL ADDRESS if applicable
NOTES:		

PROPERTY DEED

- ☐ I have included a copy of my property deed with this package
- ☐ I would like Mill City Property Management to obtain a copy of the stamped & registered deed for my file. **NOTE:** $25 fee applies

OWNER STATEMENTS

- ☐ Electronic Copy ☐ Please mail a paper copy of my statement to the following street address
- ☐ NOTE: If you have an investment partner(s) who requires a separate monthly property statement, and is entitled to receive a portion of the owner proceeds, please check this box and fill out separate forms for each partner

OWNER WITHDRAW OPTIONS

We understand that it is desirable for you to receive your owner proceeds as early as possible in the month and we make every attempt at delivering on that. However, please understand there are variable that impact when our owners receive their payments including when and how your tenants make their payment to us. We have standard clearing house timelines to process both physical check and electronic payments before we can issue your owner proceeds. We do our best to issue owner proceeds as timely as possible each month.

If you wish, we can send your owner proceeds directly to your bank. This typically saves time, as well as saves you a step on your end. We can also mail a check each month, if you prefer that method.

- ☐ YES, please send owner proceeds to my bank (fill in the information below)
- ☐ NO, do not send owner proceeds to my bank. Send them to the address on page 1 of the application.

NAME OF YOUR BANK	BRANCH ADDRESS	ACCOUNT NUMBER	ROUTING NUMBER

NOTE: If there are any changes to this information, please notify Mill City Property Management in writing as soon as possible.

**Mill City Property Management will pay your recurring bills on your behalf. Below is a list of the most common of these bills. Please review each item and indicate whether you want to continue to pay the bill yourself, or if you prefer Mill City Property Management pay the bill on your behalf.*

1. MORTGAGE PAYMENT

☐ Owner will continue to pay ☐ N/A

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER

2. SECOND MORTGAGE PAYMENT

☐ Owner will continue to pay ☐ N/A

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER

3. PROPERTY TAX PAYMENTS

☐ Owner will continue to pay ☐ Escrowed with mortgage

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCT. NUMBER

If these payments are made online please provide instructions/credentials below or call them into our office.

4. INSURANCE PREMIUMS

☐ Owner will continue to pay ☐ Escrowed with mortgage

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

NAME OF AGENCY

PAYMENT ADDRESS

PAYMENT AMOUNT	NEXT PREMIUM DATE	INSURANCE POLICY NUMBER

5. HOMEOWNER DUES

☐ Owner will continue to pay

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE

6. LANDSCAPING, GARDEN OR POOL SERVICE

☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account

Contractor Name Please have invoices sent directly to our office

Additional notes:

7. UTILITIES: WATER/SEWER

☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER

8. UTILITIES: ELECTRICITY

☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER

9. UTILITIES: HEATING FUEL

☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER

10. UTILITIES: TRASH /RECYCLING

☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER

11. OTHER:

Description ☐ Owner will continue to pay ☐ Tenant pays

☐ Mill City Property Management will pay on owner's behalf from the rental income account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER

12. Please use the area below to inform us of anything pertaining to your property that may be of importance, and will aid in our successful management of your property.

NEW CLIENT HOA INFORMATION FORM

*Only fill out the following section if your property is part of a condominium or homeowners association

Mill City Property Management has relationships with most association property managers in the area and will work with them as your liason to manage your individual unit. In some cases your association may still require a direct communication to you, in those situations you'll simply just need to inform us of notices or changes that are taking place so we may update your tenant and account within our systems.

1. ASSOCIATION INFORMATION

ASSOCIATION NAME	
NAME OF MANAGEMENT COMPANY FOR ASSOCIATION	
ADDRESS City State Zip	
PHONE NUMBER	FAX NUMBER
ACCOUNT NUMBER	MONTHLY MAINTENANCE FEES
CONTACT PERSON	PHONE NUMBER

UTILITIES INCLUDED IN ASSOCIATION DUES (check all boxes that apply)

☐	Water	☐	Sewer	☐	Electric
☐	Heat	☐	Cable	☐	Internet
☐	Trash	☐	Other:	☐	Other:

SERVICES PROVIDED BY ASSOCIATION

☐	Landscaping/Gardening Service		
☐	Snow Removal	☐	Other:
☐	Plumbing	☐	Other:

AMENITIES /SERVICES PROVIDED BY ASSOCIATION

☐	Pool	☐	Tennis	☐	Other:
☐	Spa	☐	Ballcourts	☐	Other:
☐	Clubhouse	☐	Playground	☐	Other:

PARKING INFORMATION

Carport or Space Numbers:

If garage is not attached, please provide location and space number:

Are there any guest parking passes? **YES** ☐ **NO** ☐
If yes, how many guest passes are allowed per unit?

MAILBOX INFORMATION

Mailbox location:	**Mailbox number:**

HOMEOWNER INSURANCE VERIFICATION FORM

Dear Owner,

It is a requirement of our company that our property owners name Mill City Property Management, LLC 182 Prospect St Manchester, NH 03104 as an additional insured on your Liability insurance policy. The required amounts are as follows:

$500,000.00 for a Condo or PUD.
$1,000,000.00 for a Single Family Residence.

Please complete this form and return it with the management package.

SUBJECT PROPERTY:

_____

OWNER(S) Print Name(s)

_____ _____

MY INSURANCE INFORMATION:

Name of Insurance Company: _____
Street Address or PO Box: _____
City, State and Zip: _____
Name of Agent: _____
Phone Number: _____
Policy Number: _____
Extent of Liability Coverage: _____

Thank you for your cooperation.