



**Mill City Property  
Management , LLC**

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[www.millcitypm.com](http://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, Northern New England Multiple Listing Service, local newspapers, 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 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
- Gardening 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 emergency repair 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
<i>PROMPT RENT COLLECTIONS</i>		
<i>TENANT SCREENING</i>		
<i>ALL PAYMENTS AND BILLS PAID</i>		
<i>EVICTON AND LEGAL SERVICES</i>		
<i>FREE RENTAL SERVICE TO TENANTS AND ON-LINE RENT COLLECTION</i>		
<i>PREPARATION OF VACANCIES</i>		
<i>COMPLETE MAINTENANCE SERVICE</i>		
<i>MONTHLY COMPUTERIZED ACCOUNTING</i>		
<i>24-HOUR PAGING SERVICE</i>		

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 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 (MLS, Zillow/Trulia, and Craig's List).*

**Q. 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.*

**Q. 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

CLIENT INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
DATE OF BIRTH	DRIVER'S LICENSE NO	STATE	SSN
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	
EMAIL ADDRESS			

SPOUSE / PARTNER INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
DATE OF BIRTH	DRIVER'S LICENSE NO	STATE	SSN
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	
EMAIL ADDRESS			

MONTHLY ACCOUNT STATEMENT	
<input type="checkbox"/>	Please mail a paper copy of my statement to the following street address: <b>STREET ADDRESS:</b>
<input type="checkbox"/>	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		
<p>If it is necessary for you to receive your owner proceeds as early as possible, we will make a special attempt to do so. However, please understand that New Hampshire law requires that we must receive the rent check(s) and wait a few days to ensure that the tenant's check(s) has cleared before we can issue your owner proceeds. We do our best to issue and mail owner proceeds as timely as possible, depending on the needs of the individual owner(s).</p> <p><b>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.</b></p>		
<input type="checkbox"/>	NO, do not send owner proceeds to my bank. Send them to the address on page 1 of the application.	
<input type="checkbox"/>	YES, please send owner proceeds to my bank (fill in the information below)	
NAME OF YOUR BANK	BRANCH ADDRESS	ACCOUNT NUMBER and ROUTING #
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 him/herself		
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 TRUST DEEDS PAYMENT		
Owner will continue to pay him/herself		
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 him/herself		
Mill City Property Management will pay on owner's behalf from the rental income account.		
PAYMENT ADDRESS		
PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER
\$ _____ 1 <sup>st</sup> installment is due on the __ <sup>st</sup> day of _____ -- 1 <sup>st</sup> installment is late after the ___ <sup>th</sup> of _____.		
\$ _____ 2 <sup>nd</sup> installment is late after the _____ of _____. <span style="float: right;">2<sup>nd</sup> installment is due on the __<sup>st</sup> day of ---</span>		
4. INSURANCE PREMIUMS		
Owner will continue to pay him/herself		
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 him/herself		
Mill City Property Management will pay on owner's behalf from the rental income account.		
PAYMENT ADDRESS		
PAYMENT AMOUNT		PAYMENT DUE DATE

6. GARDEN OR POOL SERVICE		
	Owner will continue to pay him/herself	Tenant pays
Mill City Property Management will pay on owner's behalf from the rental income account.		
PAYMENT ADDRESS		
PAYMENT AMOUNT		PAYMENT DUE DATE
7. UTILITIES: WATER		
	Owner will continue to pay him/herself	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 him/herself	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: GAS		
	Owner will continue to pay him/herself	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 BIN		
	Owner will continue to pay him/herself	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:		
	Owner will continue to pay him/herself	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 the property.

# NEW CLIENT ASSOCIATION INFORMATION FORM

(Only fill out pages 11 & 12 if your property is part of a condominium or homeowners association)

CLIENT INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	
SPOUSE / PARTNER INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	

1. ASSOCIATION INFORMATION			
ASSOCIATION NAME			
NAME OF MANAGEMENT COMPANY FOR ASSOCIATION			
ADDRESS		CITY	STATE ZIP CODE
PHONE NUMBER		FAX NUMBER	
ACCOUNT NUMBER		MONTHLY MAINTENANCE FEES	
CONTACT PERSON		PHONE NUMBER	
UTILITIES INCLUDED IN ASSOCIATION DUES (check all boxes that apply)			
<input type="checkbox"/>	Water	<input type="checkbox"/>	Electric
<input type="checkbox"/>	Trash	<input type="checkbox"/>	Cable
<input type="checkbox"/>	Gas	<input type="checkbox"/>	Other:
SERVICES PROVIDED BY ASSOCIATION			
<input type="checkbox"/>	Gardening Service		
<input type="checkbox"/>	Roof repair	<input type="checkbox"/>	Other:
<input type="checkbox"/>	Plumbing	<input type="checkbox"/>	Other:
AMENITIES / SERVICES PROVIDED BY ASSOCIATION			
<input type="checkbox"/>	Pool	<input type="checkbox"/>	Tennis Other:
<input type="checkbox"/>	Spa	<input type="checkbox"/>	Ballcourts Other:
<input type="checkbox"/>	Clubhouse	<input type="checkbox"/>	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 location:	Mailbox number:

2. SECOND ASSOCIATION INFORMATION (if applicable)	
ASSOCIATION NAME	
NAME OF MANAGEMENT COMPANY FOR ASSOCIATION	
ADDRESS	CITY STATE ZIP CODE
PHONE NUMBER	FAX NUMBER
ACCOUNT NUMBER	MONTHLY MAINTENANCE FEES
CONTACT PERSON	PHONE NUMBER

UTILITIES INCLUDED IN ASSOCIATION DUES (check all boxes that apply)			
<input type="checkbox"/>	Water	<input type="checkbox"/>	Electric
<input type="checkbox"/>	Trash	<input type="checkbox"/>	Cable
<input type="checkbox"/>	Gas	<input type="checkbox"/>	Other:

SERVICES PROVIDED BY ASSOCIATION			
<input type="checkbox"/>	Gardening Service	<input type="checkbox"/>	
<input type="checkbox"/>	Roof Repair	<input type="checkbox"/>	Other:
<input type="checkbox"/>	Plumbing	<input type="checkbox"/>	Other:

AMENITIES / SERVICES PROVIDED BY ASSOCIATION				
<input type="checkbox"/>	Pool	<input type="checkbox"/>	Tennis	Other:
<input type="checkbox"/>	Spa	<input type="checkbox"/>	Ballcourts	Other:
<input type="checkbox"/>	Clubhouse	<input type="checkbox"/>	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,

Dated:

It is a requirement of our company that our property owners name Mill City Property Management, LLC 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:

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OWNER(S)

Print Name(s)

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Signature

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Signature

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.