



ALL STAR
PROPERTY
MANAGEMENT

All Star Property Management

(469) 872-9697

8330 LBJ Fwy, Suite 610, Dallas, TX 75243



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ALL STAR PROPERTY MANAGEMENT WHAT WE OFFER

“Property Management *by* investors, *for* investors.”

At All Star Property Management we offer a full range of services to help clients in the North Texas area. Whether it's your first property, or your 100th, we want to help you with your property management needs! You can feel secure in trusting our professional staff.

We are Dallas-based, so you can be certain we have local expertise to provide you with the best possible service. As locals, we are able to provide you the latest, cutting edge news in real estate, assist in rent rate determinations, and help find a good area during purchasing. We also keep track of the latest real estate laws, insurance, and licensing requirements.

Total Monthly Management

- ★ Lease enforcement
- ★ Rent collection
- ★ Online portal for all tenants
- ★ Online portal for owner, including access to all records and monthly reporting
- ★ Tenant care
- ★ 24-hour direct access to your personal property manager
- ★ HOA management
- ★ Move in inspections
- ★ Move out inspections
- ★ Mid-lease inspections
- ★ Troubleshooting repairs
- ★ Maintenance coordination
- ★ Eviction services included

Leasing

- ★ Resident screening including background checks, rental history, and employment verification
- ★ Online application process
- ★ Posting property online for lease on all available platforms (over 50 rental sites)
- ★ Showing property
- ★ Maintenance of property between tenants
- ★ Management fee not charged when property is vacant

Renewal

- ★ Extend a renewal offer 60 days before move out date
- ★ Full comparative market analysis to determine the renewal rate or premium rate if tenant decides to stay month to month
- ★ Most residents will renew based upon their relationship with the landlord/property management

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ALL STAR PROPERTY MANAGEMENT TURNKEY ASSET MANAGEMENT

“Property Management *by* investors, *for* investors.”

We want working with All Star Property Management to be a true partnership, where you are aware of what’s going on with your properties and we are attentive to your preferences, business philosophy, and investment goals. Our structure goes above and beyond typical property management, offering **Turnkey Asset Management**. The roadmap below creates a circle of life that will continue with your current and future properties.

1

Analysis

- Run rental comps
- Advise on growing areas in which to invest (if purchasing new properties)
- Provide estimates for rehabs/repairs/make-readies

2

Rapid Renovations

- Save time and money with our in-house maintenance and rehab team
- Provide comprehensive bid for property
- Coming soon listing – get your property listed for rent asap!
- Manage projects: from simple turn overs to full rehabs

3

Leasing

- List your property on over 50 rental sites
- Provide a full comparative market analysis for maximum cash flow
- Show property, screen residents, and run applications, then send our recommendations to you for final approval

4

Property Management

- Personalized service
- Online, customized reporting
- Maintenance coordination/tenant care

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ALL STAR PROPERTY MANAGEMENT GETTING STARTED

“Property Management *by* investors, *for* investors.”

Getting started with All Star is simple! All of our processes are automated, with a personal touch. Here are the basic steps for working with ASPM.

- 1) Send us the property addresses and name(s) of owner.
- 2) We fill out the agreement and send back to you to be executed with e-sign.
- 3) Agreement signed, you will receive a welcome email introducing you to your day to day management team.
- 4) Sign into your management account to see all your reports, ledgers, and keep track of properties and tenants in real time.
- 5) Relay keys, tenant info, and leases to the management team.

It's that easy!

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ALL STAR PROPERTY MANAGEMENT GETTING TO KNOW US!

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1. Will I have one specific property manager? **Yes, you will be assigned one specific manager for your entire portfolio.**
2. Who is the head of the company? **Cathy Crowe, who has 38 years of experience licensed in real estate**
3. How long have you been a property manager? **Collectively we have been managing properties for 20+ Years**
4. What kind of units do you manage? **Single family homes, condos, duplexes and small apartment communities.**
5. What is the average length that clients stay with you? **Its varies mostly because when a client leaves they leave because they are liquidating their portfolio.**
6. Do you just manage or do you sell, too? **We have a fully functional brokerage at ASPM. We can assist in selling and buying if needed. A lot of times if any of our clients are needing to sell one of their units we first present to our clients before putting it out in the open market.**
7. What do you offer that sets you apart from other companies? **We take pride in servicing our clients. Since we focus on portfolios we can give extra attention to fewer property owners and personalize the reporting, maintenance, processes, etc.**
8. What do you expect from me as the owner? **One of the most important things we look forward to from our owners is communication. We can do our job for you best as we know what you need and expect. We also take it upon ourselves to ensure that you are consistently informed.**

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9. How often do you communicate with the home owners? **We have two different kinds of investors – some prefer to be very hands on, others want to see the check deposited month to month and only contacted directly if there is an issue at hand. We are happy to accommodate either style of communication. We have an online portal where you can log in and see details for each property. You will receive monthly reports that can be personalized based upon how much or how little detail you would like. Your property manager will also be in contact with you as needed. Again, if there are processes you want to be involved in, your property manager will keep you in the loop. You will have 24/7 access to your PM as well as leadership if ever needed.**

10. Do you provide the owner's information to the tenant? **No. Our goal is to create a stress-free environment for you, as the homeowner. We have found that providing direct access to the homeowner can distract tenants from keeping processes as streamlined and simple as possible.**

11. Do you have a policy about landlords contacting the tenants? **We highly recommend that you use us for all communication, however, we do not have a policy. Our goal is to be your representative and keep lines of communication open between us all.**

12. Do you have a requirement for your property management clients to use you? Do you charge if the tenant decides to buy the house? **No, we do not. Our preference would be for you to use us for any real estate transactions, and we provide a discounted fee for services. We do not charge if the tenant decides to buy the house.**

13. How often do you reach out to the owners? Can you give me examples of how and when you would communicate various problems? **We communicate:**

- * **through your monthly statement.**
- * **for any maintenance requests that are over the minimum threshold (\$300 per repair).**
- * **when notified of a move out.**
- * **when a move out inspection is complete, along with a full report on repairs needed and deposit kept.**
- * **when brining on a new resident to sign lease.**
- * **when the lease is up for renewal.**
- * **if a tenant has not paid rent by the 7th because we will begin the eviction process.**

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14. What is your turnaround time on phone calls and emails from owners? **Less than 24 hours, but mostly same day.**

15. What is your monthly charge? **Varied, based upon rental rate and # of units.**

16. Who is the lease between? **The landlord and tenant – we just enforce the lease. You will have final approval of all tenants**

17. Do you provide a copy of the lease to the owner, and if so, when? **Yes. Upon execution.**

18. What lengths of lease do you offer? **We recommend 12 months, but will do up to 24 months, based upon your preference.**

19. Do you charge extra for month-to-month leases? **Lease would be a premium price; management fee stays the same.**

20. Do you do a break-out clause? **For residents, there is a buyout clause, which is two months of rent.**

21. Do you offer a reverse military clause? **Yes, if the situation allows.**

22. Do you have a rental deductible? **We will send you a yearly statement that is easy to use for tax purposes.**

23. Do you have lease language that requires the tenant to pay for any damage they cause that is not wear and tear? **Absolutely – the property code also has language that protects you as a landlord and we will deduct those damages from the deposit.**

24. Do you troubleshoot with your tenants when they call for repairs before calling for a service call? **Yes**

25. Do you do “sight unseen” leases? If yes, do you have a special addendum? **We prefer not to do sight unseen. If we were to do so, we have a sight unseen addendum that we use.**

26. Who pays for pest control? **The landlord pays for pest control for the first 60 days of a lease, after that, it is the tenant’s responsibility.**

27. Do you do “as is” appliances? **Yes – the refrigerator is typically an as-is item. As per the client’s request we may do microwave as well.**

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28. How much move-out notice do you require? **60 days**
29. Is the lease automatically renewable? **No. At the end of a lease it rolls into a month to month lease.**
30. What is your renewal policy based on renter's history so far? **We offer renewals to tenants who pay rent in a timely manner and pass inspections (take care of the property).**
31. Do you charge for renewals? **Yes (negotiable)**
32. Do you perform a market evaluation for every renewal? **Yes**
33. How do you determine to raise the rent or keep it the same? **Based on comparative market analysis.**
34. What does the monthly fee include? **HOA management, rent collection, lease enforcement, maintenance management, tenant care, mid lease inspections, move in and move out inspections, deposit management and collection, eviction services (if needed)**
35. Do you have any additional charges or fees (pet, placement, maintenance, etc.)? What does my monthly charge not cover? **Listing fees, renewal fees, maintenance fees, eviction filing fees (pass through)**
36. Who keeps the fees that the tenants pay?
37. How is the money dispersed? **We distribute by the 10th of every month, direct deposit.**
38. When is the money dispersed? **The 10th**
39. What is your advertising strategy? **We advertise on all real estate platforms**
40. What rental price do you recommend? **See recommendations based upon competitive market analysis**
41. Do you recommend any work be done to get top dollar? **We only recommend work to be done to get maximum market price**
42. How long do you think it will take to rent out? **On average less than 15 days**

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43. How quickly do you schedule showing/return calls? **We have a full-time leasing agent that fields all calls. If a voicemail is left the call is returned within 30 minutes. The leasing agent is flexible and can show at whatever time necessary, though mostly evenings and weekends.**

44. How quickly does it take you to approve tenants and have a lease signed? **Within 24 hours (much depends upon getting a hold of employer and rental history)**

45. What is your schedule for payments (deposits, rents) when installing a tenant? **No lease is executed until the deposit is received, and a prorated rent is due upon executed lease.**

46. Do you have a termination clause if it is not rented after so many months? **Our management agreement is designed for you to opt out if we are unable to complete our responsibilities.**

47. Do you have a trial period? **No, but, if necessary, we are happy to create one based on your preferences.**

48. Do I pay any fees when the place is empty? **No. We only collect a fee when rent is collected.**

49. What is your termination policy? **Our agreements are like a handshake. If we cannot take care of your properties we do not deserve to keep you as a client.**

50. What is your late policy? **Rent is due on the 1st and is considered late on the 2nd. We send out a notice to vacate on the 3rd, then file for eviction between the 10th-12th.**

51. What is your late fee amount? **\$55 for first day, \$20 thereafter, max \$250**

52. Who keeps the late fees? **Property Management**

53. If fees are not collected from the tenant, will you still charge the owner for them? **The only fees this may apply to would be HOA violations or maintenance above and beyond deposit.**

54. How many "late" payments does it take to have a fee assessed? **See #51**

55. How many evictions did you perform last month? **0**

56. How do you handle the eviction process (outsourced or in-house, and timeline)? **In house, file is made by 10th (12th at latest if it's a weekend). Usually a court date is given for later in the month (usually the 21st- last day of month). Once judgement is made, the tenant must be out by date court assigns.**

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57. Is the eviction part of the cost or is it an additional cost? **The only thing that must be paid for is the application (paid for by tenant or from deposit) and any lawyer fees beyond our expertise (in case of a suit)**

58. What is your application and screening process? **Tenants fill out an application, we do a background, employment, and rental history check. On occasion we will do character references.**

59. What are your screening requirements (ex credit scores, evictions)? **No evictions, credit must be acceptable based upon rental amount and what kind of things affecting credit rate.**

60. Do you run it by me before you approve them? **Yes. You always have the final approval.**

61. What do you charge for your application process? **\$45 per person**

62. What form do you use for the move in/move out inspection? **We have a form we have tailored based on our years of experience that we can provide a copy of.**

63. Do you take video or pictures? What is your criteria for what you put down on the forms? **Yes, we take photos of all indoor and outdoor areas, rooms, and appliances, as well as anything the tenant could be charged for. Our forms are based on our expertise – we will provide you a copy.**

64. How often do you do inspections during a tenant's term? **We do a mid-lease inspection, but also if a maintenance individual recommends after a routine visit.**

65. How do you document the inspection, and do you send it to the landlords? **We document if there is any damage made and would inform you of this, unless you'd like to see the report even if there's no change to the property.**

66. How do you handle the security deposit (i.e. who holds on to it)? **It goes into an escrow account.**

67. How do you charge for tenant's damage during their lease term? **Anything beyond normal wear and tear we get a quote if needed from appropriate maintenance and vendors. Usually a property manager can handle this.**

68. If there are damages upon move out, who does the accounting (you or the owner)? **We do.**

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69. If the tenant has damages that exceed the security deposit, do you come up with the documents and pursue the tenant? **Yes.**

70. When do you return the security deposit? Do you get approval from the landlord first? **Security deposit is returned within 30 days and we do let the landlord know before it is released.**

71. Do you do a pre-inspection prior to the tenant move out? **Yes.**

72. What is your maintenance minimum policy for approval? **Anything less than \$300 is routinely taken care of, unless you would like a lower threshold.**

73. Do you charge for an additional fee for maintenance? **We do not upcharge.**

74. Do you get multiple bids for maintenance? If so at what amount? **No, we do not because we are constantly vetting our vendors and who we use. We are confident our vendors are getting us the best prices and quality as we follow up on market fees and their work consistently.**

75. Is your maintenance in-house or a vendor? **Our day to day maintenance is in-house employees. Any job that is beyond a day to day we have key relationships with vendors that provide those services. All repairs are passed through to you and never upcharged.**

76. How do you handle off-hour emergencies? **The property manager is on call 24/7 to deal with emergencies**

77. What do you consider emergencies? **Any issue that could cause immediate damage to the property. Basically, anything that is uncontained or could make the property unlivable.**

78. Do you ask permission or just fix and bill? **Anything above \$300 we request landlord approval.**

79. How much time between tenants do you leave? **Typically, less than 15 days**

80. Do you show the house while the current tenant is in the home? **Absolutely. We prefer to have the house under lease before the current tenant has moved out.**

81. Could an arrangement be made where All-Star uses my maintenance guys? **Yes. We are happy to accommodate any maintenance and vendor relationships you have.**

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82. How does ASPM handle legal advice, issues, etc.? Is there an in-house attorney within the organization, or is it out-sourced? **Yes, we have an in-house attorney for advice. No additional fees are required. The only time we would charge for legal fees is if a lawyer is used in a suit against you. At that point we can use our or your lawyer.**

83. Where and how do the renters make their payments to ASPM? **We have a full functioning software system called “app-folio”. The resident can setup automatic payments or log on every month to make a payment. We also have drop boxes for checks and or cashier checks. You will also be able to log into app-folio at any time and see who has paid and how.**

84. Do you re-key locks with each turnover? If so, is that covered under the monthly fee? Do I get a new copy each time? **Yes, we do re-key. No, you do not typically get a copy each time, though we are happy to get you one if you would like. The re-key is not included in the monthly fee.**

85. I assume I continue to manage all aspects related to property taxes and insurance? **We can setup our services where we handle paying the property taxes and insurance on your behalf.**

86. If you took over mid-lease, I assume you just continue to enforce the existing lease until it runs out, then we switch over to the ASPM standard lease? Any issues related to the hand-off? **No issues at all. We will continue to enforce the original lease until the time of renewal or turnover.**

87. Most utilities are paid by my tenants, but I do pay a few of them. Would I turn these over to ASPM? **We have many clients that have a similar setup. Our online tools allow us to streamline these unique types of situations.**

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