

# FAQ about property management services

**Question:** What are the fees of Sunshine Florida Realty Management?

**Answer:**

For long term rental properties: 6-8% depending on the monthly rent and complicity of the management.

For short term rental properties: \$100 monthly fee: Service coverage, please see Management Contract.

In addition to regular maintenance for this fee, we also provide the following services which no other management company provide at no cost:

Energy Saving:

- 1) Turning a/c temperature back to 80 degrees if there is no guest checking in on the same day;
- 2) Turning on and off pool heater promptly at no additional cost to Owner (with advanced notice);

House inspection after guests check out or before guests check in:

- 1) make sure everything is cleaned in a professional standard (including the door knobs, frames, carpet under beds);
- 2) Check all walls and footboards and remove marks if erasable by regular cleaning supply.
- 3) Replace light bulbs when necessary before guests checking in at no cost to the Owner (Halogen or Energy Saving Bulbs will be at owners' expense);
- 4) Regular inventory check, provide replacement when necessary (Owners cover cost of supply);
- 5) Check all furniture nails, door knobs, closet doors, game tables to make sure they are not in a shaky condition;
- 6) Check if all appliances and electronics are working including TV and remotes, Wii, game boys, game tables electronics, A/C, under beds, on top of refrig, furniture, flower pots; blinds, etc.

Other maintenance improvement:

- 1) Wash bath towels, dust TV stand and flower pots once a month;
- 2) Spray the house with pleasant scent;

3) Welcome Special Touch: Give courtesy call to greet each guest on the check-in date to ask if there is anything that needs to be done or to be helped.

4) Provide check list/inventory list for guests

5) Give timely preventive suggestions to owners on things to maintain or small repair to avoid big cost to fix in future

**Question:** Do you provide booking service for the owners and how much is the fee?

Answer: Leading by Eileen Li with a team of 3 experienced booking agents/home owners, Sunshine Florida Realty will provide booking service to all owners under it's' management at 10% booking fee. There is no fee for owners' bookings.

In the past 4 years, Eileen helped her clients/homeowners book their 20+ vacation homes for over \$200,000 total income every year. On request, Eileen and her booking team will continue to help booking for Homeowners under Sunshine Florida Realty Management Dept.

**Question:** In what way can Sunshine Florida Realty Management help Homeowners reduce cost?

Answer: Our goal is to help make sure Owners' cost is as low as possible while maintaining quality service and conditions to the guests. List below are a few examples of how we can reduce cost for home owners:

- a) Timely report the damages or extra cleaning charges to Owners in less than 3 days after guests check out so that Owner can have chance to keep deposit for the damage.
- b) Turn the a/c temperature above 78 after each cleaning if no guests checking in on the same day.
- c) Try to maintain the house condition in a preventive way to avoid unnecessary repairs and special service to maintain.
- d) Give monthly or quarterly suggestions on what need to be fixed or replaced to avoid guests complain and ask for refund from the owner because of the poor conditions.
- e) Try to shop for the supplies for the Owners at the lowest cost, but without compromise of quality and durability.
- f) Give Owners monthly or quarterly inventory report to make sure supplies are always enough before each guests check in, to avoid unnecessary complaints and special service fee or trip fee on guests' request.
- g) Minimize special trips or special service charges by fulfilling necessary maintenance tasks on the inspection day.
- h) Repair: If the problem can be solved by the Manager with common knowledge, the Manager will help fix the problem without hiring handyman at no additional fee if it is less

than 1 hour; or if it is not urgent, hire a handyman later with other small jobs to reduce the repair cost per item.

i) If handyman or contractor has to be involved, we will make our best effort to and our best knowledge to shop around for quality work with the lowest price.

j) We encourage Owners to hire reliable handyman directly to take care of the problems at Owners' own cost if we don't need to be involved in the service. If our service and time need to be involved for Owners' own repair arrangement, a service fee of \$35 plus \$10 for extra hour will be incurred.