



Frequently Asked Questions

What services do you offer?

Buckley Group Leasing is a full-service property management company that offers various levels of service for property owners including:

- Inspecting properties to determine market price, preparation needs, maintenance and repair items;
- Advertising online on pertinent websites;
- Installing high quality For Lease signage with color flyer boxes;
- Using licensed real estate professionals to show and "sell" our property listings to prospective tenants;
- Performing tenant screening including credit, criminal and watch list checks, identity verification and employment verifications.
- Negotiating lease terms including price, rent and deposit amounts and length of lease;
- Collecting rents and security deposits and monitor lease terms;
- Paying all property expenses;
- Handling maintenance and repair items;
- Preparing monthly financial reports electronic disbursements to Owner including annual reports, & 1099's;
- Quarterly drive-bys
- Annual property inspections
- Handling ongoing monthly maintenance management
- Facilitating lease renewals
- Final walk-thru upon end of lease term

We also offer a Lease-Up Program for Owners who want to self manage but need help finding a qualified tenant (see Set-Up Fees for pricing).

What are the fees I can expect to pay as a property owner?

As a full-service property management company, we have different types of fees for the premium services we offer.



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Set-Up Fee - 50% of one month's rent price (\$500 minimum).

The initial set-up is where we invest the time and money to initially prepare your property for rent. This fee includes everything from the creation of marketing materials, to showings, to tenant selection and lease negotiation.

Specifically, we handle the following:

- Detailed inspection of property to assess amenities, maintenance and repair items.
- Systems location and operation instructions, etc
- Professional property photos (lighted night shots included as desired)
- Development of advertisements and color flyers
- Display of elaborate online photo tour
- Posting of ads on pertinent websites
- Creation of HTML, color photo Craigslist ad
- Manual re-posting of Craigslist ad every three days
- Installation and removal of "For Lease" signage (as allowed)
- Printing and replenishment of color photo property flyers on signage
- Initial detailed inspection and assessment of property
- Coordination of tasks to ready the property for lease
- Lease price and terms analysis
- Duplication of keys and/or rekeying of locks
- Use of trained, professional leasing agents to handle all property showings and tenant pre-screening
- Initial move-in orientation and walk through with new tenant
- Thorough move-out inspection at end of tenancy, assessment of repairs and maintenance
- Charges to tenant prior to refund of security deposit.

Management Fee – 8 to 12% (depending on number of units managed) or a minimum of \$75

per property. This is a monthly fee (typically 10%) of the gross receipts collected. It represents

the ongoing leasing and management duties such as handling maintenance, repair and other

tenant issues, collecting rents, property drive-bys, paying property expenses, disbursing funds

and accounting reports to the owner. The percentage charged depends on the value of the

property and the number of assets an owner lists with us.

Renewal Fee – 35% of the monthly lease (\$350 minimum)



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Each time a Property is leased to a new tenant, a renewal fee is charged for the following services:

- Coordination of cleaning, maintenance and repair items to prepare property for new tenancy (cost paid by previous tenant as applicable)
- Updated comparable property analysis to determine rent price and recommended lease terms
- Posting of ads on pertinent websites
- Manual re-posting of Craigslist ad every three days
- Installation and removal of signage and flyer box (as allowed)
- Printing and replenishment of color photo property flyers
- Lease price and terms analysis
- Duplication of keys and/or rekeying of locks
- Use of trained, professional agents to handle all property showings and perform prospect pre-screening
- Move-in orientation and walk through with new tenant
- Move-out inspection at end of tenancy
- Move-out inspection of property at the end of the tenancy.

Lease Renegotiations/Extensions

Each time a tenant in the Property renews or extends a lease, a \$100 renewal or extension fee is charged for the negotiation, preparation and signing of the new contract. This does not apply to month-to-month (automatic) renewals or extensions.

What are the term requirements of your management contract?

Our standard contract term with Owners is one year with one year renewals.

How will you market my property?

Buckley Group Leasing handles the marketing of rental properties similar to how a high level real estate professional markets properties for sale. First and foremost, we make sure the



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property is market ready with professional photos to showcase its features. We take time to create advertisements and flyers that get attention and pre-screen qualified applicants.

We place our professionally designed signage with classic style arm posts on the property with flyer boxes. This accounts for approximately 30% of the property inquiries.

Another 60% of inquiries come from the internet including our own website at www.buckleygroupboise.com and the dozens of other rental based websites we post to including Craigslist, Trulia, Google, Yahoo Real Estate, HotPads and many more. We also sometimes post on Rentals.com. Our ads always include color photos and complete property details. We also take the time to re-post our Craigslist ads every three days so our properties stay at the top of the list.

When we take on a listing, we promote the listing to our network of over 200 professional real estate agents in the Treasure Valley who often refer people looking for an interim solution to purchasing. Referrals and existing tenants wanting to move account for the remaining 10% of inquiries.

How will you show my property?

Buckley Group Leasing employs and trains a team of real estate professionals to show and "sell" our properties to prospective tenants. They show up *on time*, in professional attire to show

the property and will take the time to get feedback on the price, how it shows relative to similar properties, etc. They are also trained to ask a lot of questions of prospects to help determine if they are the right fit for your property.

How long will it take to rent my property?

Because the lease-up time for your property will depend largely upon its geographical location, size and price, it's difficult to answer this question. In areas where there is an abundant supply of your type of property relative to the demand, it can take longer to lease the home, thus the more important it is to have an effective marketing campaign to stand out. The price and size will also dictate the number of qualified prospects. We will discuss these variables in more detail during our initial consultation with you.

What system do you use for screening tenants?



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Buckley Group Leasing utilizes the most sophisticated and up to date technology for risk management and fraud protection including Identity Verifications and a thorough Credit Risk

Assessment using Trans Union Credit Bureau. Trans Union's Smart Move screening program helps us determine the most qualified applicants efficiently using the following:

- Credit history-Smart Move gathers data such as lines of credit provided by financial institutions, collection accounts, bankruptcy proceedings and other public financial records.
- Additional risk factors-Smart Move accesses comprehensive criminal background data and also examines income-to-rent ratio, payment histories, criminal, terrorism and fraud databases.
- Advanced analytics-TransUnion applies highly predictive modeling to our comprehensive screening data to determine the risk level for individual or groups of applicants.

What are your tenant screening minimum requirements?

As a conservative approach to risk assessment, Buckley Group Leasing follows a strict set of minimum standards for tenant screening. Each Owner has the option to adjust the screening criteria to their level of comfort so long as the criteria remains consistent for all applicants of the same property and adheres to the Federal Fair Housing Law which prohibits discrimination based upon race, religion, ethnic origin, color, sex, physical or mental handicap, or family status (including refusal to rent to a family with children).

The following illustrates the typical standards we use to process tenant applications.

Income requirements:

- Monthly income must be 3 times rent amount and total monthly debt payments
- Monthly obligations must not exceed 80% of income
- Must have a minimum of one year with current employer at substantially the same current income or a minimum of three years in the same field with substantially the same income level and no more than two employers within the past three years.
- Must have favorable reference from employer on likelihood of continued employment
- Each non-related applicant (roommate) must qualify for the property on their own (we will not add the income of these individuals when computing the income minimum)



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- Self-Employed applicants or those who receive more than 25% of their income in the form of commission must demonstrate substantially the same income for the past two years and may be required to submit a certified copy of most recent tax return and/or bank statements for the past two years. Only income stated on the tax return may be used for qualifying.
- Military members may not sign a lease for a term longer than their current enlistment term or the length of time remaining at their current duty station.
- Full-time students who fail to meet the minimum employment requirements will require a guarantor. However, this requirement may be waived if the applicant has obtained a masters or advanced degree or holds a professional designation and has full-time employment at the time of application
- Unemployed applicants must provide proof of sufficient income to qualify for the rental property, and reasonable certainty that such income is likely to continue for the entire lease term.

RENTAL AND CREDIT HISTORY

- Applicant must have a minimum of two years of rental or mortgage history within the five years immediately preceding the rental application.
- Proposed rent must be no more than 25% greater than the applicant's prior rent or mortgage payment.
- Credit search must contain no derogatory rental information, judgments or collection accounts from a former landlord within the preceding five years whether paid or unpaid.
- Not more than one late rent payment in the past two years is allowed and it must not have been more than fifteen days late.
- Rental references must indicate that all the terms of prior lease were met including proper notice to vacate.
- Applicant must have an active checking account.
- Applicant must have at least two accounts on their credit report which have been open for at least two years and which have been paid on time.
- There must not be a bankruptcy within the past two years and new credit must have been established since any bankruptcy (at least one installment loan or credit card) and have been paid as agreed for at least 12 months.
- There must be no unpaid judgments or collection accounts, and not more than two paid judgments or collection accounts within the preceding 24 months except that special consideration may be granted at Agent/Owners sole discretion for small medical judgments or slow payments on student loans, if it is determined that there are enough other favorable credit references to outweigh these.
- No more than two late payments allowed (greater than 30 days past due) on any installment loan or credit card within the past year.



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- Each applicant must have a credit score, as determined by a mortgage model inquiry, of 685* or greater. Married applicants may use an average of each spouse's score, provided that
- Neither spouse has a score below 550.
- No criminal history, civil actions, or prior evictions allowed.

REFERENCES/OTHER

- Any previous landlord must be verified and a favorable reference given.
- Animals allowed on a case by case basis with additional pet rent (where applicable), additional security deposit and pet addendum. Applicant must have owned the pet at least one year and pet must be at least one year old. Tenant must sign a Pet Addendum stipulating their responsibilities and financial risks for damage.
- Applicants must be 18 years of age or older and must submit a separate application.
- Lease term is a minimum of 12 months, unless the property has been listed as being available for a shorter term.

*When we have applicants that do not fall within our minimum screening requirements, we may suggest the option of approval with certain conditions that we would discuss with you prior. Such conditions may include increased rental rate, additional pre-paid rent or deposits or a co-signer/guarantor.

What if I am an owner who wants to sell but I'm willing to rent until a buyer is found?

Buckley Group Leasing spends a significant amount of time and expense preparing a property for lease. If that property were to sell prior to having an opportunity to recover our investment, the Owner would still be responsible for the set up fees as compensation.

What if my property is in need of repair?

As part of our leasing preparation, it's essential that the property be in good condition and repair.

This is important in terms of attracting the highest tenant possible and keeping the property in a condition that is conducive to maintaining its maximum potential value. The need for repairs or



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maintenance is discussed with the Owner at the time of contract negotiation as well as when issues are discovered as part of our property inspection. We will not take on any property that has known safety, environmental or security hazards. During a tenancy, standard repairs and maintenance are handled as a part of monthly management. If a major repair is required or if a property owner requests that we obtain bids for major repairs or renovations, there may be a service fee charged for that. Any such fees would be discussed with the owner in advance.

How do you handle after-hours emergencies?

Buckley Group Leasing always has someone available to handle after hours emergencies.

When a Tenant or Owner calls our office, they will be transferred to an on call agent or service that can route their call accordingly. If there is a repair request, the appropriate service person will be contacted and dispatched to the property immediately. If the call is not an emergency, it will be handled the following business day.

What if I want to inspect my property during a tenancy?

We will always accommodate property inspections for an Owner at no cost, provided that appropriate notice is given to the Tenant during occupancy.

What happens if a tenant doesn't pay their rent?

Tenants who fail to pay rent are immediately served with a 3 Day Notice to Pay or quit and are charged a \$100 service fee on top of any late fees. If, after the notice period they still haven't paid (or moved out), they are turned over to our team of professionals who handle evictions and they file an unlawful detainer action with the court. In Ada County, a trial date is usually set up within 7 business days. If the case goes to trial, a writ is then turned into the Sheriff and they give the tenant 24 hours to move out (if that timeframe falls on a weekend, the tenant has until the following Monday). The minimum cost for the eviction is \$500 however, a portion of that may be refunded if the tenant complies before the court date. There is an additional deposit cost associated with having the Sheriff forcibly remove the tenant but it's very unusual that this happens. Eviction costs are the responsibility of the property Owner but charged to the tenant for reimbursement. Fortunately, non-payment of rent cases rarely end up going to trial and the efficiency of the Ada County court



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system minimizes the loss to the property owner so often the security deposit can cover the lost rent and/or the majority of the legal costs.

What happens if a tenant leaves before the end of the lease?

Tenants who leave prior to the end of their lease term are held accountable for all costs associated with this violation including rents due until a new tenant is found (through the end of the original lease term), any usual expenses incurred to re-lease the property, lawn care and damages.

Do you have a program for property owners who just want help finding a tenant?

While our preference is to enter into full-service management agreements giving you the experience, expertise, and protection through the entire lease term, we do have a program for property owners who want to self-manage. Our Lease-Up fee is 50% of one month's rent with a \$500 minimum. Services include setting the rent price, creating the ads and posting them online, installing a sign, tenant screening, lease negotiation, collection of first month's rent and security deposit, and coordinating the move-in process.

How will you determine the rent price of my property?

Rent prices are determined by an analysis of several factors including the property appeal and condition, size, bedroom and bath count, amenities, lease terms, the demand for the property type, and comparable market rents. Our expertise and experience in the market further support our ability to determine the appropriate pricing.

What is the best way to contact you?

Feel free to contact Merrill Buckley by phone or email to schedule a complimentary consultation:

Buckley Group Leasing
1038 Bown Way
Boise, ID 83706
Phone/Fax: 208.861.5647
Email: contact@buckleygroupboise.com



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Web: www.buckleygroupboise.com