

GOLDEN

PROPERTIES

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ENRICHING OUR COMMUNITY ONE HOME AT A TIME

RAISING THE STANDARD FOR PROPERTY MANAGEMENT IN KOOTENAI COUNTY

As investors ourselves, we quickly found a need for high-quality property managers in Kootenai County. After calling several property managers in the area before purchasing our first investment property, we found that no companies answered their phones, and only 20% called us back over the course of 4 weeks. Both homeowners and tenants deserve better than the poor communication and lackluster customer service that have unfortunately become the norm.

At **Golden Properties**, we're here to redefine what property management should be. We genuinely care about your home, your sense of security, and your financial well-being. Our focus is on delivering the highest quality service through advanced systems, innovative technology, and a team of professionals who are dedicated to managing your investment with excellence.

OUR MISSION

Elevating property management by combining advanced technology, data-driven solutions, and exceptional customer service to enrich our community—one home at a time.

THE IMPORTANCE OF OUR PROCESS

We've refined our processes over the years to deliver maximum value for our clients. By focusing on efficiency and attention to detail, we've developed strategies that minimize vacancy rates and ensure your property generates consistent income. From tenant screening to maintenance coordination, every step of our process is designed to protect your investment and put more money in your pocket over the long term.

TABLE OF CONTENTS

- 1 ON-BOARDING INSPECTION**
- 2 RENT READY PLAN**
- 3 OWNER DOCUMENTS**
- 4 MARKETING AND LISTING THE HOME**
- 5 TENANT SCREENING AND LEASE SIGNING**
- 6 ACCOUNTING CYCLE**
- 7 MOVE-IN AND LIFE OF TENANCY**
- 8 MOVE-OUT, REPAIRS, AND DEPOSIT**

ON-BOARDING INSPECTION



The first step in the process is scheduling an initial property inspection.

This inspection is all about identifying any repairs or updates the home might need before we start marketing it. In our experience, a clean, move-in-ready property makes all the difference in attracting a great tenant quickly.

HERE ARE SOME OF THE THINGS WE LOOK FOR

- PROFESSIONALLY CLEANED
- HOLES IN WALLS ARE PATCHED
- DOORS AND WINDOWS FUNCTION
- APPLIANCES IN WORKING CONDITION
- HVAC SYSTEM IS FUNCTIONAL
- PLUMBING FIXTURES ARE LEAK-FREE
- GARAGE DOOR IN WORKING ORDER
- BLINDS FUNCTION PROPERLY
- FIRE EXTINGUISHERS PRESENT
- WINDOWS FREE OF FINGERPRINTS
- MAINTAINED LANDSCAPING
- NEW BATTERIES IN SMOKE DETECTORS
- CO DETECTORS INSTALLED
- ALL PERSONAL ITEMS REMOVED



[CLICK HERE FOR OUR FULL RENT READY CHECKLIST OR LET US KNOW AND WE'D BE HAPPY TO EMAIL IT TO YOU!](#)

THE DNA OF THE HOME

During this inspection, we also want to familiarize ourselves with important features of the home. By documenting the items listed below, we can quickly diagnose an issue if an emergency ever arises, saving precious time and potential damage.

- ELECTRICAL PANEL
- IN HOME WATER SHUT-OFF
- WATER MAIN SHUT-OFF AT STREET
- APPLIANCE MODEL NUMBERS
- HVAC SYSTEM
- FILTER SIZE
- HOT WATER HEATER
- GAS LINE SHUT-OFF

RENT READY PLAN

ONCE THE INSPECTION IS COMPLETE...

Our Maintenance Coordinator will send you the inspection report and work on gathering estimates for any necessary repairs. Once you've reviewed and approved the plan, you can either make the repairs yourself, or we can take care of scheduling everything for you. We're here to make the process as smooth and hassle-free as possible!



GETTING QUOTES AND SCHEDULING WORK

Once the inspection is complete and it's time to schedule work, we offer flexible options to get your property rent-ready. Here's how we can help:

- **Let Us Handle It:** Our skilled in-house team can take care of tasks within our expertise for \$50 per hour, ensuring high-quality results.
- **Do It Yourself:** Handle the work yourself or schedule any of your preferred vendors to complete the tasks.
- **Work with Our Vendors:** Leverage our wide network of trusted local vendors, including cleaners, carpet installers, and general handymen. We coordinate everything for you with no markup fee.

Choose the option that works best for you, and we'll ensure your property is ready for the market quickly and efficiently!

It's essential to have your home in rent-ready condition when showing it - not just to attract higher rent from qualified applicants, but to set the tone for your new tenant that this is a well-cared-for home that deserves the same respect. With a few simple, affordable tactics, we'll help you present a superior property to the market.

OWNER DOCUMENTS



DOCUMENTS NEEDED

The team will reach out for the specific documents needed to manage your property. Below is a list of documents you can begin to gather, and a brief explanation of how they will be used.

HOA Documents - Is your home in an HOA? If so, please locate the CC&Rs, specifically the Rules and Regulations section. This will become a part of the lease we have them sign to reside in the property. It also helps us maintain compliance for you and ensure the rules are followed.

List of Utility Companies - Utilities can be handled in different ways, depending on the property. Typically, we will transition all utility costs to the future resident. Please provide a list of all companies serving your property and we will give you the specific instructions for each company, if any action is needed on your part.

Bank Account Information - Account number, routing number and type of account will allow us to pay you every month.

Tax ID - We will need either your tax EIN or SSN for annual 1099s.

Insurance - Please make sure you update your homeowners insurance to a landlord policy and let your insurance agent know that we are the property management company.

WHAT TO EXPECT

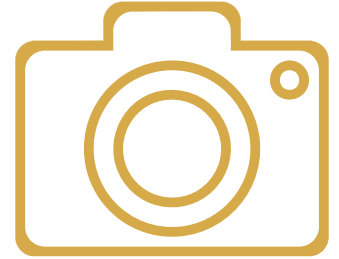
As we input your property into the system, we will source as much of this information as we can and, and a staff member will email you with a list of information needed.



MARKETING AND LISTING YOUR HOME

PROFESSIONAL MARKETING AND LISTING

Bringing a high-quality product to the market and presenting it to a massive amount of perspective renters is our specialty. We'll arrange for professional photos, create an engaging property description, and set a competitive rental price that aligns with both your needs and the current market. To ensure maximum visibility, we advertise your rental on top-tier websites, helping to attract high-quality tenants and get your property rented quickly.



YOUR PROPERTY WILL BE LISTED ON THE FOLLOWING SITES AND MORE!



DETERMINING THE RENTAL PRICE



We run an in-depth marketing analysis looking at data from all recent rentals in the area and factors in details like your home's condition, location, size, and number of bedrooms and bathrooms—along with our experience in the market. We'll do everything we maximize your investment with data driven decisions. We're here to work with you every step of the way!

TENANT SCREENING AND LEASE SIGNING

Golden Properties has high standards when it comes to choosing a qualified tenant. Here's our screening process:



Credit History

We review credit history to ensure prospective residents have a track record of paying bills on time and no recent history of financial issues such as bankruptcies within the last seven years or accounts in collections. This helps us ensure responsible and reliable tenants for your property.



Background Check

We take tenant screening seriously to ensure your peace of mind. As part of our process, we verify any potential criminal records, and check the sex offender registry. Your property's security and integrity are always our top priority.



Employment Verification

We ensure that prospective tenants have a stable and reliable income, requiring them to earn at least three times the monthly rent.



Rental Verification

We verify the applicant's rental history with previous landlords or property managers.

Once an applicant has been approved, we have them sign the lease, collect a security deposit, and schedule their move-in date.

FAQ: What are the pet policies?

A majority of tenants in Kootenai county have dogs. We highly encourage allowing dogs in your property. We typically do not allow cats. All pets require an additional pet deposit as well as monthly pet rent. We do have to follow all Fair Housing Laws surrounding support animals.

FAQ: Can the homeowner choose the tenant?

We want you to be comfortable with who is in your home. One of the key reasons homeowners choose **Golden Properties** is to step back from the complexities of managing fair housing laws. We handle these details, so you can have peace of mind, and will create this experience to your comfort level.

ACCOUNTING CYCLE



RENT COLLECTION AND DISBURSEMENT

Rent is due on the 1st of each month with a 5 day grace period. Rent disbursement to owners is on the 20th of each month. If the 20th falls on a holiday or weekend, rent will be disbursed the following business day. Please allow 2-3 business days for the transfer to your bank account.

PROPERTY RESERVE AND REPAIRS

Each property has a \$500 property reserve the remains in our rental trust for the life of our contract. This is YOUR money. By holding this, it allows us to comply with trust accounting law and have the freedom to cover minor operating expense that may come up.

MANAGEMENT FEES

We have a very simple flat rate fee of 10% per month. We do not charge anything up front, no fees on the back end, no leasing fee or tenant placement fee. We also do not have any maintenance markups.



SECURITY DEPOSIT

Golden Properties holds the security deposit for each property in our trust account. It is held there during the lifetime of the lease. Once the lease has ended, we determine the cost of repairs needed to the property, ensure they are complete, and then return the remainder of the deposit to the previous tenants within 21 days of their move-out date.



DOCUMENTATION FOR TAXES

Our system keeps records of all transactions for 1099s. These will be sent out to each owner on an annual basis.

WHAT TO EXPECT

At **Golden Properties**, we want to provide an exceptional experience for your residents from day one. Here's how we make it happen:



Move-In Process and Welcoming Tenants

- Confirm payment of deposits and first month's rent.
- Provide access to our online portal for easy rent payments.
- Collect rent, security deposit, and provide keys on move-in day.

Preparing the Property for Move-In

- Remove the property from the market.
- Conduct a final walk through to ensure it's polished and pristine (e.g., vacuum lines in carpets, toilet paper in every bathroom, etc).
- Deliver a welcome gift with items to make move-in day smoother.

Move-In Inspection

- Document the property's condition with hundreds of photos, from the floors and cabinets to the appliances and exterior.
- Ensure an accurate record to avoid disputes over potential damage.

Utility Transfers

- Guide tenants through setting up utility accounts in their name.
- Assist with payments or setups where necessary.

Life of Tenancy

- Rent Payments:
 - Tenants pay rent online through our secure portal.
- Service Requests:
 - Tenants can submit requests via the portal, and we respond promptly. Quick service saves money and promotes long-term tenant satisfaction.

Inspections and Maintenance:

- Regular inspections and customized services tailored to the property's needs and your preferences. Our proactive approach ensures tenants feel welcome, valued, and cared for while protecting your investment.

REPAIRS, MOVE-OUT, AND DEPOSIT



REPAIRS AND MAINTENANCE REQUESTS

We've made maintenance requests simple and convenient for tenants through our online portal. This user-friendly system allows tenants to easily share details and photos of the issue, helping us assess and diagnose the problem before sending a contractor. It's all about making the process seamless for everyone involved.

FAQ: How do you handle maintenance and repair requests?

We try to act as quickly as possible when maintenance requests come in. We always try to diagnose the problem and walk the tenant through common fixes before sending a contractor out. For repairs under \$500, we authorize the contractor to complete the work right away to address the issue quickly and keep the tenant happy. For repairs over \$500, we'll always reach out for your approval before moving forward. The only exception to this is in emergency situations where urgent action is necessary.

TENANT MOVE-OUTS

When we receive notice that a tenant does not wish to renew their lease, we inform the homeowner to begin planning the next steps. After the tenant moves out, we conduct a thorough move-out inspection to identify any tenant-caused damage beyond normal wear and tear. If necessary, we use the tenant's security deposit to cover repair costs. Once the property is rent-ready, we quickly re-list it to minimize vacancy time and maximize your rental income.



FAQ: What is considered normal wear and tear?

Normal wear and tear includes minor scuffs, small nail holes, faded paint, or worn carpets from everyday use, but not damage caused by neglect or misuse.

CLICK THE ADDITIONAL LINKS AND INFORMATION

[OUR WEBSITE](#)



[USING YOUR PORTAL VIDEO](#)

[LISTING PAGE](#)

[PRICING SHEET](#)

[OWNER PORTAL](#)

[MANAGEMENT AGREEMENT](#)

[RENT READY CHECKLIST](#)

[LEASE AGREEMENT](#)

[READY TO SIGN UP A NEW PROPERTY? CLICK HERE!](#)



As always, you can reach us by text or phone call at
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