

## MANAGEMENT PRESENTATION

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## PROFESSIONAL MANAGEMENT PROGRAM

For the past twenty-five years both corporate and individual owners have taken advantage of the Professional Management Program offered by Chicora. Full utilization of these services will assure sound fiscal and maintenance controls while providing you the highest level of confidence in the care of your property. While brief, this list represents a total commitment to coordination, communication, implementation, and follow-up for desired services with owner in the most cost-effective means possible.

### EVALUATIONS

Our maintenance staff will personally perform a thorough evaluation of your property upon the signing of the lease agreement and at lease expiration, in order to keep your investment in prime condition at all times. These evaluations allow us the opportunity to assess and monitor your property's maintenance needs as well as assuring that any unusual damage to the property is paid for by tenants.

### MAINTENANCE AND REPAIR

We take pride in maintaining your property and keeping it in a condition that meets our high standards of rentability and will protect your investment. All aspects of repairs are handled by us, and you are contacted for approval if the invoices are expected to exceed \$200.00. Our agents may be required to have emergency repairs made before obtaining your approval when the repair is necessary for tenant occupancy such as electricity, plumbing, heating and air conditioning.

### PROPERTY HISTORY

A history of all repair work completed on your property is maintained and is available for your review. We do request that you provide us with any information regarding warranties and/or prior maintenance to assist us in better handling maintenance issues that may arise.

### TAXES

Annual reports are furnished conforming to state and federal requirements, which will assist you in filing your tax returns.

### RENTING

We advertise in local publications, a multitude of rental websites, such as zillow.com, rentals.com and hotpads.com as well as our own website, [www.chicorarentals.com](http://www.chicorarentals.com), and show your property to prospective renters.

### APPLICATION PROCESS

Applications are accepted from prospective tenants with at \$50.00 application fee (to be applied toward credit and reference investigation costs), and a \$100.00 hold deposit (We apply this towards a prospective tenant's first months rent if they are accepted. This holding deposit is refunded if they are not accepted).

We research information regarding the prospect's previous tenancy, employment, and credit references, and background through Equifax credit information center. We also calculate a debt-to-income ratio to determine if the tenant has sufficient income to pay rent in addition to their own expenses. Findings are reported to you, the owner, for approval.

#### LEASE AND SECURITY DEPOSIT

When leases are signed, the first month's rent and one full month's security deposit are collected prior to occupancy. Security deposits are held in an escrow account in compliance with South Carolina law.

#### KEYS AND INFORMATION

Keys are distributed and records kept of all keys given to tenants and maintenance personal. Copies of our rules and regulations and any other Homeowners Association rules that apply prior to occupancy are given to the tenant.

#### RENT

Rent collected each month is forwarded to you, less expenses and management fees. This rent is scheduled to be mailed no later than the last working day of the month, after all deposits have cleared and monthly activity is completed. Rent money is held in a non-interest bearing account before disbursement in accordance with South Carolina law. Any expenses will be listed on the monthly statement along with a description of the invoice(s).

#### COLLECTION/LATE FEE

Rent is due on the first day of each and every month and is accepted through the fifth day no later than 5:00 p.m. without penalty. If the rent is not received in the designated office by this time, the tenant will be subject to a collection fee equal to twenty percent (20%) of the monthly rental amount. The collection fee is due to Chicora and will be considered compensation for required staff efforts in pursuing late rent.

#### LEASE EXPIRATION

Owners are notified approximately sixty (60) days prior to lease expiration to contact us regarding renewal plans. We then contact the tenant at least thirty (30) days prior to their lease expiration requesting written notification of their plans.

#### MOVES

Your property is evaluated after tenants vacate and any necessary work is scheduled. Cleaning and damage repairs are paid from the security deposit. Normal wear and tear repairs, such as touch-up painting are paid by the owner.

#### BROKEN LEASES

Tenant must pay all reasonable costs of securing another tenant including the new lease fee. This will be in addition to the tenant being liable for rent payments until your property is occupied by a new tenant. We will return to the previous tenant all rent collected from the new tenant through the date the rent was paid in advance.

RETURNED CHECKS

A \$30.00 service charge is collected on all returned checks which is payable to Chicora. A second offense shall deem it necessary to accept from that point forward, only cash or money order for rental payments.

EVICCTIONS

We will file for eviction and distress if rent is not paid by the sixteenth (16<sup>th</sup>) day of the month. The cost involved will be due from the tenants.

FIRE & SAFETY INSPECTIONS

Your property is inspected annually by a licensed fire marshal to certify there is a working smoke detector and fire extinguisher, as required by law.

Thank you in advance for your consideration and we look forward to the beginning of a mutually beneficial and long term business relationship.

## CHICORA LONG TERM RENTALS

In order to assist you in your evaluation of our proposal, it is appropriate to provide you with our credentials and experience in professional rental management. Chicora has been providing professional rental management services since 1986 and takes pride in the length of our business relationships with owners. Our experienced staff is without peer in the area and includes a REALTOR Rental manager, a Certified Property Manager (C.P.M), a Certified Public Accountant (C.P.A), a Certified Hotel Administrator (C.H.A), and a Professional Engineer (P.E.).

Our philosophy of absolute honesty and integrity in all business dealings has earned our excellent reputation in the community. This reputation translates in to the fastest service and best prices from vendors for owners under our management. For your protection Chicora is licensed, bonded and insured to a limit of \$10,000,000.00 and offers key leaders of the Myrtle Beach business community as references.

Although Chicora Long Term Rentals is solely dedicated to serve the needs of owners, Chicora's other areas of business involvement, i.e. sales, marketing, and development, allow us to maintain an awareness of any trends of actions that may affect owners. We have annual rental experience in all types of communities including homeowners associations, property owner associations, condominiums, townhouses, planned unit developments, and marinas and interval ownership.

Every aspect of professional rental management including finance, accounting, clerical, administrative, physical supervision, maintenance and special request services are available to our clients. We discuss with the owners their goals and objectives and then design a management agreement specifically for their needs whether it be full service or selected special services.

Each member of our management team has been thoroughly trained and is experienced in all the areas of service we offer. This training and experience allows owners the convenience of a single point of contact when a question arises whether it be financial, administrative or concerning the physical property.

As the recognized leader in the industry for this area, Chicora Long Term Rentals is ready and willing to serve you in the management, maintenance, enhancement and protection of their investment. Thank you for the opportunity to share our experience and business credentials with you.

CHICORA LONG TERM RENTALS, LLC

PRINCIPALS

Chief Executive Officer	Don Smith
Vice- President of Sales & Marketing	Rod Smith

CHICORA LONG TERM RENTALS PERSONNEL

Property Manager In Charge	Penny Rose
Department Team Leader	Mandi Selba
Leasing Team Leader	Lynn Feo
Leasing Representatives	Darrah Dawson Michele Starcher
Maintenance Team Leader	Mandi Selba
Maintenance Coordinators	Cheri Imbs Candance Harden Zach Hartman
Front Office Coordinator	Sherrie Bellamy
Accounting	Kaycie Greene
Certified Public Accountant	Martha Morgan

## DESCRIPTION OF SERVICES

### 1. ACCOUNTING SERVICES

#### Financial Statements

- 1) Issue monthly statements itemizing revenue and expense categories.
- 2) Issue year-end statements detailing and summarizing all activity.
  - a. Administrative Functions
    - 1) Collect rent amounts.
    - 2) Distribute net amounts at month end to owners.
    - 3) Continued collection efforts on delinquent accounts.
  - b. Accounts Payable
    - 1) Use a three party system of verification and approval of invoices before distribution.

### 2. MAINTENANCE SERVICES

#### a. Property Supervision

- 1) Provide personal and thorough inspections by our maintenance staff upon tenant approval, at lease expiration and upon request.
- 2) Keep inspection reports in permanent file.
- 3) Maintain property and keep it in prime condition for best rentability.
- 4) Provide on-call staff 24 hours a day and weekends for emergency situations.
- 5) Note tenant maintenance requests and schedule necessary repairs.
- 6) Obtain rate comparisons of licensed and bonded vendors.
- 7) Alert you to potentially serious maintenance problems.
- 8) Coordinate major repairs and renovations.
- 9) Arrange state required, yearly fire & safety inspections by licensed agency.
- 10) Maintain a property history of all repairs and maintenance.

### 3. ADMINISTRATIVE SERVICES

#### a. General Administrative

- 1) Assess market conditions and recommend rental rate.
- 2) Advertise and show your property to prospective renters.
- 3) Accept rental applications
- 4) Research information concerning prospects' previous tenancy, employment and credit history.
- 5) Prepare lease package.
- 6) Obtain lease signatures and have documents properly witnessed.
- 7) Ensure copies of the executed lease paperwork and any homeowners association rules and regulations are supplied to the tenant at lease signing.
- 8) Collect security deposit
- 9) Issue keys to tenants and maintenance personnel.
- 10) Pursue late rental payments by letter and phone calls.
- 11) Utilize the services of the local magistrate's office when necessary.
- 12) File for eviction when necessary.
- 13) Provide diligent attention concerning thirty-day notification by tenants regarding their plans prior to lease expiration.



## REFERENCES

Michael Hogan, President  
Puckett, Scheetz & Hogan Insurance Agency  
Myrtle Beach, SC  
843-448-8122

Howard Smith, President  
Smith, Sapp, Bookhout, Crumpler, Calliham & Kinard, P.A.  
Myrtle Beach, SC  
843-448-8334

Howell Bellamy Jr., Managing Partner  
Bellamy, Rutenberg, Copeland, Epps, Gravely & Bowers, P.A.  
Myrtle Beach, SC  
843-448-2400

Tom Pegram, President  
Pegram Associates Inc.  
Myrtle Beach, SC  
843-449-5202

Mike Wooten, Partner  
DDC Engineering Inc.  
North Myrtle Beach, SC  
843-272-3903

## COMMISSIONS AND FEES

You will receive all services at the rates below. Our New Lease Fee helps offset our costs to secure a new tenant. Some of these expenses are advertising, personally showing your property, extensive inspections and qualifying new tenants. The fee is payable after a new lease is signed and is deducted from the first month's rent. No management fee percentage is due for the first month. The New Lease Fee required for securing another tenant will be deducted from the security deposit of any tenant who terminates their lease prior to expiration.

NEW LEASE FEE	½ of month's rent	Paid by owner once a new lease is signed, or by the tenant if they break the lease.
MANAGEMENT FEE	Quoted percentage of monthly rental Rental income	Deduction begins second month of the lease we execute for your property.
RENEWAL FEE	\$50.00	The annual fee when a tenant renews the initial lease period.

In some cases, where major renovations or replacements are needed and we coordinate work which requires additional supervision time, we will add a fee of five percent (5%) for the cost exceeding \$200. We add fifteen percent (15%) administrative overhead fee to invoices for items such as: touch-up painting, glass repair, outside general maintenance and yard work, etc., completed by contractors that Chicora Long Term Rentals employ. We continually obtain estimates and compare vendors (who are bonded and insured) to insure the best rates for you.