DELAWARE REALTY
MANAGEMENT

EQUAL HOUSING OPPORTUNITY

PROPERTY MANAGEMENT PACKET

Your Partner in Delaware Property Management

A Delaware Property Management Company serving

Bear | Middletown | New Castle | Newark | Pike Creek

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302-995-2535
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DELAWARE REALTY
MANAGEMENT

REASONS TO HIRE DELAWARE REALTY MANAGEMENT TO MANAGE YOUR RENTAL HOME

Are you a property owner struggling to keep up with the demands of managing your rental property? Do you find it difficult to juggle the responsibilities of maintaining your property, screening tenants, collecting rent, and handling maintenance requests?

If so, hiring a professional property manager might be the solution you need. Here are just a few reasons why:

EXPERTISE AND EXPERIENCE

Professional property managers have the knowledge and experience to effectively manage your property. They can handle everything from advertising your property and screening tenants to collecting rent and handling repairs.

TIME-SAVING CONVENIENCE

Managing a rental property can be time-consuming and stressful. With a property manager, you can free up your time and focus on other important tasks or simply enjoy your free time. We have an online payment system that allows your tenant to easily pay and set up automatic payments as well as depositing your statement rents into your account in a timely fashion.

TENANT MANAGEMENT

A property manager can handle all aspects of tenant management, including tenant screening, lease agreements, rent collection, and eviction procedures. We also field tenant calls and complaints, help to enforce the lease, oversee payment, legal correspondence, and everything that can encompass the day-to-day management of the property.

MAINTENANCE AND REPAIRS

Property managers can take care of maintenance and repairs, including fielding emergency calls 24 hours a day. We can help facilitate preparing the home in between tenants, routine maintenance, required upgrades, etc.

CARE AND OVERSIGHT

A good property manager has a thorough understanding of landlord-tenant law and can help you avoid legal issues that could cost you time and money. We also provide you 24-hour access to online reports and changes so that you can always be informed.

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PROPERTY MANAGEMENT SERVICES

OPTION 1

FULL-SERVICE PROPERTY MANAGEMENT

Management: 9.5% (10% for Kent County)

- Rent collection with online payment system
- Rent monitoring for late notices
- Direct deposit of rents
- Montly statement of account
- 24/7 online access to financial reports
- Tenant communications
- 24/7 online maintenance reporting
- 24/7 emergency maintenance service reporting
- Lease enforcement and notices
- Oversee maintenance coordination on owner's behalf
- Online access to inspection reports
- Coordinate and oversee legal lease enforcement and evictions
- Annual 1099, annual reports available for tax accounting
- No set up fee if vacant
- Low renewal fee
- Discounted leasing fee
- Easy 90 day cancellation policy

LEASING (TENANT PLACEMENT)

For Managed properties:

Self Showing Option: *75% of rent by utilizing our showing system - $250 nonrefundable deposit will be applied to leasing fee*

Agent Showing: *One month's rent for in person showings - $350 non refundable deposit, $200 will be applied towards leasing fee*

- Rent range recommendation
- Listing online on several sites
- Coordinate showings including our discounted self showing system to never miss a showing
- Tenant screening with credit, score and evictions reports
- Lease preparation and signing
- Rent deposit and collection
- Smooth transition

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PROPERTY MANAGEMENT SERVICES
OPTION 2

PROPERTY MANAGEMENT LITE

Management Lite fee: 8.5% (9% for Kent County)

New Castle County and Areas of Kent County

- Rent collection with online payment system
- Rent monitoring for late notices
- Direct deposit of rents
- Monthly statement of account
- 24/7 online access to financial reports
- Tenant communications
- 24/7 online maintenance reporting to owner
- 24/7 emergency maintenance service reporting to owner
- Owner to oversee and contract for maintenance
- Lease enforcement and notices
- Coordinate and oversee legal lease enforcement and evictions
- Annual 1099, annual reports available for tax accounting
- Low renewal fee
- Discounted leasing fee
- Easy 90 day cancellation policy
- Al la carte services available (inspections, municipal registrations)
- Discounts for 10+ properties

LEASING * OPTIONAL SERVICE NCC ONLY

For managed properties:

***Self Showing Option**: 85% of rent by utilizing our showing system - $350 nonrefundable deposit will be applied to leasing fee*

***Agent Showing Option:** one month's rent for in person showings - $350 non refundable deposit, $200 will be applied towards leasing fee*

- Rent range recommendation
- Listing online on several sites
- Coordinate showings including our discounted self showing system to never miss a showing
- Tenant screening with credit, background and eviction reports
- Lease preparation and signing
- Rent deposit and collection
- Smooth transition

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PROPERTY MANAGEMENT SERVICES

LANDLORD ASSISTANCE - A LA CARTE SERVICES AVAILABLE

LEASING *OPTIONAL SERVICE-

For non-managed properties:

Self-Showing Home: *One month's rent by utilizing our showing system - $350 nonrefundable deposit will be applied to leasing fee*

- Rent range recommendation
- Listing online on several sites
- Coordinate showings including our discounted self showing system to never miss a showing
- Tenant screening with credit, background and eviction reports
- Lease preparation and signing
- Rent deposit and collection
- Smooth transition

TENANT SCREENING AND LEASE PREPARATION - $450

- Online application
- Tenant pays application fee
- Order tenant credit, score and evictions reports
- Collect income verification when available
- Landlord references when available
- Submit to owner for approval

LEASE PREPARATION - $350

LEASE RENEWAL - $350

** **Call us for special pricing for 10+ property investor discount**

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LANDLORD RESPONSIBILITIES

- [ ] Your local municipality may require unit registration. Please complete and submit this registration and schedule all inspections we can assist if needed
- [ ] Pay your mortgage, taxes and association fees directly and do not count on rents to cover these fees. Have a property reserve
- [ ] Have all utilities on in your name when home is vacant (including between tenants)
- [ ] Repairs, system replacement and upkeep on the home are your responsibility.
- [ ] Costs to keep the property safe, up to code, and in compliance are your responsibiility
- [ ] Note the rules that govern your rental which could include state, county, association, fair housing, landlord tenant code.
- [ ] Timely response to tenant reports of maintenance are required by law
- [ ] Acts of nature are your responsibility to repair
- [ ] Between tenant painting, cleaning, etc is needed and required
- [ ] Provide working smoke detectors (every floor and in every bedroom)
- [ ] Provide carbon monoxide detectors
- [ ] Provide a fire extinguisher
- [ ] Have legal locks (no double-sided key locks) provide deadbolts and insure every door and window has a working lock
- [ ] Label gas shut offs, circuit breakers, water supply

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OWNER INFORMATION | PAGE 1 OF 4

I AM INTERESTED IN

☐ Full Management ☐ Management Lite ☐ Leasing Only ☐ Landlord Assistance

Rental Property Address: _____

Currently: ☐ Owner Occupied ☐ Tenant Occupied ☐ Vacant

OWNER INFORMATION

Owner 1: Name: _____ Email: _____

SSN: _____ Phone: _____

Owner 1: Name: _____ Email: _____

SSN: _____ Phone: _____

Owner mailing address for statements & notices:

_____

_____

LEASING INFORMATION

Need DRM to list my home for rental: ☐ Yes ☐ No

Home is: ☐ Ready to list ☐ Not ready to list

Home will be ready to list on: ____ /____ /____

If not ready what is needed: _____

_____

PROPERTY INFORMATION

Confirm mortgage, taxes, dues are up to date: ☐ Yes ☐ No

Is there a homeowner's or condominium association: ☐ Yes ☐ No

If Yes then Association contact name, phone, email: _____

_____

OWNER INFORMATION | PAGE 2 OF 4

Is association approval required for rental: ☐ Yes ☐ No

If Yes, have you done all paperwork and payments required: ☐ Yes ☐ No

Are there deed restrictions or rules that apply to the tenant *(please provide)*: ☐ Yes ☐ No

Is property currently registered with the local municipality (eg City of Newark, Middletown, Elsmere, Wilmington, NCC): ☐ Yes ☐ No

**If home needs to be registered please note that it should be done prior to our listing the home for rental*

Would you like a sign in your yard (and is it approved in your community): ☐ Yes ☐ No

***Note that you understand and agree to abide by all Fairhousing guidelines, both Federal and state and will offer reasonable accommodations for those applicants with disabilities. INITIAL* _____

IF WE ARE MANAGING THE HOME WE NEED THE FOLLOWING:

APPLIANCES/SYSTEMS	YES/NO	MAKE/MODEL	WARRANTY
Stove ☐ Gas ☐ Electric	☐ Y ☐ N		
Refrigerator	☐ Y ☐ N		
Dishwasher	☐ Y ☐ N		
Garbage Disposal	☐ Y ☐ N		
Microwave	☐ Y ☐ N		
Washer	☐ Y ☐ N		
Dryer ☐ Gas ☐ Electric	☐ Y ☐ N		

Additional Inclusions: _____

_____

_____

Additional Exclusions: _____

_____

_____

Other Information: _____

_____

OWNER INFORMATION | PAGE 3 OF 4

UTIILITIES	INCLUDED IN RENT	PROVIDER NAME	CONTACT #
Electric	☐ Y ☐ N		
Gas	☐ Y ☐ N		
Oil	☐ Y ☐ N		
Propane	☐ Y ☐ N		
Water	☐ Y ☐ N		
Sewer	☐ Y ☐ N		
Lawn Care	☐ Y ☐ N		
Snow Removal	☐ Y ☐ N		
Trash	☐ Y ☐ N		
Security System	☐ Y ☐ N		
Other	☐ Y ☐ N		

Type of heat: _____

Water heater type: _____

Home warranties: _____

Garage door opener and/or access code: _____

Is there a fireplace: ☐ Yes ☐ No Wood burning, gas, or electric: _____

Any restrictions? ☐ Yes ☐ No List: _____

Last cleaning: _____

Other information: _____

**Note you must have all utilities on, in your name, in the home, when vacant (including between tenants)*

If home is currently rented:

Tenant name: _____ Email: _____ #: _____

Tenant name: _____ Email: _____ #: _____

Current rent: _____ Lease ends: _____ *(provide copy)*

Deposit held: _____ *(Must turn deposit over to drm upon commencement of management)*

Current balance due: _____ Is rent in arrears? _____

**Provide: copy of lease, deposit, recent correspondence, statement of account, recent maintenance, keys, copies of any maintenance contracts currently in use, directives for current tenant.*

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OWNER INFORMATION | PAGE 4 OF 4

SPECIAL CLAUSES

Our leases state no smoking and that renter's insurance is required

Pets: ☐ No pets ☐ Pets considered Restrictions: _____

Special provision: Verbiage required by associations to be added to lease ☐ Yes ☐ No *(please provide)*

Community:

- ☐ Parking permits required *(please provide information)*
- ☐ Move in requirements by association *(please provide information)*
- ☐ Pool/clubhouse requirements or access *(please provide information)*
- ☐ Lawn care included
- ☐ Town requires registration: _____ (town/city/association)

  Registration is complete: ☐ Yes ☐ No
- ☐ Other: _____

OTHER INFORMATION

When a tenant moves in, you'll want to make sure your insurance policy on the home is a landlord policy and not a homeowers policy. We do need you to name delaware realty management as coinsured on this policy.

Insurance carrier: _____

Policy #: _____ Phone: _____

Delaware realty management named as coinsured: ☐ Yes ☐ No *(If no, please add and notify when complete)*

Tell us about your home including style, size, rooms, updates, systems, etc:

_____

_____

_____

_____

_____