



RAVAGO MANAGEMENT GROUP
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List of Services

1. We advertise the property for the rent in the Great Las Vegas Association of REALTORS Multiple Listing Service (MLS). This computer data reaches approximately 14,000 licensed Realtors who will assist us in renting your home. We have an aggressive internet marketing campaign and list homes in www.remax.com, homes.com (RE/MAX exclusive preferred partner) www.propertyware.com (our management software that feeds to 50 other marketing websites, , Automated Housing Referral Network www.ahrn.com (the official DOD rental home site that all military housing offices are using in Las Vegas to assist incoming military find rental property), and our website www.kenravago.com
2. We have a sign and lockbox on your property within 24 hours of signing our management contract. Your home is listed in MLS within 48 hours (usually the same day).
3. All potential tenants fill out an Application for Rental and we run credit checks with all 3 of the main credit repositories: Trans Union, Equifax, and Experian. We are an on-line customer of Propertyware, which gives us the capability to retrieve National Eviction Reports, Tenant Performance Reports, public records, and small claim judgments, sexual predator database, terrorist database, and collection referrals. Their turnaround time to us is less than 5 minutes!
4. When required, we talk to the last Landlord and send a fax that has 5 basic questions: (1) have they given 30 days notice, (2) was their rent paid on time, (3) was the property maintained in good condition, (4) did you withhold any portion of their security deposit, and (5) would you rent to them again?
5. When approved, we use the Greater Las Vegas Association of REALTORS Residential Lease Agreement. This is a 16 page document that covers just about everything: term, rent. Late charges, security deposits, tenants responsibilities, access by Landlord, Key box authorization, property condition and maintenance, yard maintenance, repairs, prohibitions, security devices, smoke detectors, liability, default and acceleration of rents, abandonment, holdover, residential

Landlord's liens, subletting, casualty loss, military clauses, special provisions, and list of addenda that are incorporated to the lease.

6. The addendum includes, but is not limited to, the Application for Rental, Pet Agreement, Inventory and Condition Form, Amendments, and Landlord's Rules and Regulations.
7. The Inventory and Condition Form is a 3 page document that is their base-line on the condition of the property. It is to be completed within 72 hours of the move-in and failure of the tenant to return this form will be deemed as Tenant's acceptance of the property in clean and good condition. During our final walk-thru if we find a discrepancy that is not on the move-in form, it is the tenant's responsibility to correct it or we will have it done and deduct the expense from the security deposit (normal wear-and-tear accepted)
8. We collect all rents for our clients and disburse the proceeds electronically through an E-Pay system. We will send you a complete accounting via your web portal on a monthly basis which will break down the funds on a month and annually basis, so you will always know how your property is performing.
9. Our tenants are told in the Residential Lease Agreement that rent is due on the 1st of each month and late if it is not received by close of business on the 3rd. We inform all tenants that there is virtually no reason for rent to be late because we give them many options besides using the U.S. mail: (1) They can post date their check and mail it in as early as they would like (we never deposit until the date on the check), (2) E-pay system,(3) Hand deliver payment (we are open 7 days a week)
10. We oversee all the repairs that are necessary on your property, both small and large. We have relationships with honest, reliable, and professional individuals/companies with years of experience. We generally handle the cost of the repairs with incoming rent and forward the proceeds to your bank account. We want our tenants to call us when there is a problem, because deferred maintenance will defeat the long range goal of selling the home and making a profit for our clients.
11. It is very rare that we evict someone, because if you've done your job correctly before you give them the keys, you should " NOT" have problems. However, if we have to, we know all of the local JP Judges and the Constables. We know how to issue a Pay or Quit Notice, a Forcible Entry and Detainer Suit, and finally a Writ of Possession.
12. The document that gives us "Power of Attorney" to do all these things is contained in the Residential Property Management Agreement, our "Contract". It is a document that spells out the duties and authority of the Broker. We sign a one year primary term that is automatically extended until either party gives 30 days written notice to terminate.

13. I've just come to the conclusion that it is impossible to put down on paper, exactly what we do for our clients. So, let me finish with a little more of my personal philosophy: I don't believe you can effectively manage someone else's property unless you own or have owned some rental property yourself; otherwise, it is purely theoretical. Most Property Managers are salaried, stay with the company for a few years, do not own rental property or have never owned rentals themselves, have no idea what a 1031 exchange is, or how depreciation effects capital gains, let alone, what a Schedule E is. We know – because we're right smack in the middle of the action with you.