

FAQ – OWNER

1. Why should I choose WestView Property Management?

WestView takes great pride in the level of professionalism they meet with each and every property. Along with treating your property as if it were our own, we are a “hands on” company with the belief that constant and consistent communication is the key to a business relationship. We handle issues quickly and efficiently, and are 100% dedicated to the management of your home.

2. Can WestView Property Management save me money in the management of my property?

Definitely! In most cases WestView has found that our fees are more than offset by our ability to obtain higher rents, minimize late payments, and by keeping your property consistently occupied. We are also under contract with several licensed maintenance professionals who efficiently and economically can make any necessary repairs that may be needed to your property. If you miss out on the rental income for your property for just one month, because of either a vacancy or unpaid rent, then hiring WestView to manage your property is a justifiable expense.

3. How long is the Management Agreement in place for?

Our property management agreements start with a minimum 6 month term. Typically a longer term can be used at the owner’s request. Once the initial term is completed the agreement can be cancelled with 30 days notice.

4. Will I need to change my insurance coverage?

We advise all our property owners to consult directly with their insurance agent to be certain they are carrying adequate insurance for their property needs. We require current proof of insurance to be on record in our office for all properties we manage. We also require WestView to be named as additionally insured. We inform the tenants during the move in process to obtain renter's insurance. This is also noted in their rental agreement and informs them that the owner's insurance does not cover the tenant's personal contents or any loss they might incur during their tenancy.

5. What liabilities do I have and how can I protect myself?

As the owner of the property you could be held liable for known and some unknown conditions at the property. In most cases your fire/liability insurance policy will adequately cover you. You should discuss with your insurance company the amount of recommended limits for your situation. Our management agreement with you has an indemnity clause that places basic liability for all acts on the owner. Insurance companies know this and most will willingly name the property manager as either additionally insured or name the manager as an interested party to the policy at no extra cost. This is important to do as you want the insurance company to protect us both in the unlikely event of a lawsuit. In most cases, just acting with common sense and acting quickly will lessen the likelihood of a lawsuit.

6. What bills can you pay and when?

We can pay bills associated with your property including mortgages, taxes, insurance, utilities, and any maintenance bills that you may incur. When rent comes in on the 1st of every month we will first pay management fees, all mortgages, and all applicable utilities. We will then pay any and all other bills and begin sending owner proceeds checks after those steps have been taken.

7. When will I receive my monthly statement and check?

Our monthly bookkeeping comes to an end on the 10th of each month, statements will then be processed and funds transferred by the 15th of the month.

8. Do you hold funds in reserve?

All accounts are required to maintain a reserve amount. This is to cover any charges or maintenance bills that might be incurred when we do not have rents to cover those costs. The amount is determined by mutual agreement and is normally \$300.00 or more, which is directly deposited into WestView’s operating trust account.

9. Who holds the residents security deposit?

We will hold the renter’s security deposit in our trust account until it is either paid back to the renter, used for rent, cleaning, or repairs upon their move out. We will continue to hold that deposit until after the tenant vacates the property. We will then do a final property inspection to make sure everything was left in good order. We have 21 days to return any or all of the above mentioned deposit to the tenant.

10. How will I know what is going on with my property?

We will keep you well aware of any issues that may arise. We are available at any time, either by phone or by email, to address any concerns you may have regarding your property. We also will contact you at a reasonable time to discuss any repairs or notify you of any tenant requests we feel directly involve you, the homeowner.

11. How do you handle problems with my property?

All tenants are instructed to call or email us with any problems or repair requests. We are available 24 hours a day 7 days a week and are able to address any problem at any time. We have licensed maintenance professionals on call who are more than qualified to handle any problem that may arise with your property. In case of emergency, we instruct all tenants to immediately call 911. We define an emergency as a fire, flood, gas leak or any dangerous or hazardous situation.

12. How will you market my property?

One of our primary goals with any new property we acquire, or a property recently vacated, is to get it rented promptly and effectively. We will start marketing the property as soon as we get the "ok" from the owner if it's newly acquired or as soon as we receive a notice to vacate, whichever applies. We advertise directly at the property, on the internet, in local papers, and on our website at www.WestViewProperty.com. We will display a selection of photos specific to your property along with a brief description on the internet and on our website. That marketing, along with our professional yard signs and local advertising allows us to properly screen and place the ideal tenant in each and every WestView managed home.