

RHINO

PROPERTY MANAGEMENT



Owner Information Packet

Rhino Property Management
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Welcome to



Whether you are looking at property management for the first time, or looking to replace your current property management company, you have come to the right place. We are the premier residential property management company in Utah.

What makes us different? There's a lot that we do differently, but one major point is that we have **no extra fees**. None. Here are just some of the services we offer:

- Tenant Screening
- Rent Collection
- Maintenance and Repair Management
- Online portal to access accounting and documents
- Interior inspections
- Annual Furnace/AC checkup
- 1099 for taxes
- Bill Pay for any bills associated with the property
- Single Point of Contact
- Pet Protection
- Eviction Protection
- 30 Day Rental Guarantee
- Flat Rate Pricing
- Annual Rental Analysis
- Direct Deposit
- NO EXTRA FEES!

Peace of Mind is Everything...

There is a reason you're looking for a property management company. Your real estate investment should be handled by a professional, just like all your other financial investments, we want you to rest assured that we have the experience and knowledge to take care of things for you. With more than 40 years of combined property management experience, we know a thing or two about what works and what doesn't. We have been through the eviction process; we know the laws in Utah- We are local. We aren't the biggest property management company in Utah, nor do we want to be. We just want to be the best one- the one that provides the most value to you, the owner.

Package Pricing

	SILVER	GOLD	PLATINUM	DIAMOND	The Competition
List & Advertise Property	X	X	X	X	Included
Show Property	X	X	X	X	Included
Drive-by Inspections	X	X	X	X	Included
Tenant Screening	X	X	X	X	Included
Rent Collection	X	X	X	X	Included
Maintenance Management	X	X	X	X	10% of Cost
Owner Online Portal	X	X	X	X	Included
1099 for Taxes	X	X	X	X	Included
Direct Deposit	X	X	X	X	Included
Move In/Out Inspections	X	X	X	X	\$100-\$500
Single Point of Contact	X	X	X	X	Not Available
Monthly & Year End Statements	X	X	X	X	Included
Interior Inspection (\$50 Value)		X	X	X	\$50
Court Appearance (\$100 Value)		X	X	X	\$100
Utility Management (\$120 Value)		X	X	X	\$10/Month
Pet Protection (\$200 Value)		X	X	X	Not Available
Furnace/AC Check Up (\$200 Value)			X	X	\$200
Sprinkler Start & Stop (\$125 Value)			X	X	\$125
2nd Interior Inspection (\$50 Value)			X	X	\$50
Sign Up Cost (\$100 Value)			X	X	\$100-\$1,000
30 Rental Guarantee (\$300 Value)				X	Not Available
Eviction Protection (\$600 Value)				X	\$20/Month
3D Advertising Tour (\$200 Value)				X	\$200
Total Annual Value	\$900	\$1370	\$1845	\$2925	
Actual Cost After Rhino Package Discount	\$900 \$75/Month	\$1140 \$95/Month	\$1500 \$125/Month	\$1980 \$165/Month	8%-10% of Rent PLUS Available Listed Fees!

The Power of a Guarantee

30 Day Rental

Vacancy is expensive. Rhino Property Management guarantees to find a quality tenant for your rental property within 30 days or the first two months of management fees are free! The only rules are that Rhino must have the final say on the rental price, the home must be vacant and ready for move in.

Eviction Protection

Our screening process is rigorous. So much so that evictions don't happen all that often at Rhino Property Management. We guarantee that you will not have to pay any attorney or court fees if we have to evict a tenant that we put into your rental property.

Pet Protection

Roughly 60% of renters own pets. Don't turn them away! With our Pet Protection Guarantee, we will pay for any pet damages exceeding the security deposit caused by a pet that Rhino Property Management vetted and approved. Make sure you don't miss out on the renters that are willing to pay more to live with a pet!



Protecting Your Investment

We understand your investment and we want to protect it as well as maximize your profit. Our primary focus is you and your investment.

What Does This Mean for You?

We are unlike any other property management company in Utah- we are a flat rate company. We charge one price, not a percentage. Most property management companies charge a percentage of rent. In our minds that is not the fairest way to do it, they have their pocketbooks in mind, not yours. Let's say you own two 3 bed 2 bath 1500 ft² properties, both the same layout and age, but one is in West Valley and rents for \$1200, and one is in Sugarhouse and rents for \$1800. With Rhino Property Management, you pay the same price for management on both of them. If you are with another company paying, say, 8%, you would be paying \$96 a month for the West Valley house and \$144 for the Sugarhouse property, and that's not to mention all the other fees they'll hit you with. These two properties require the exact same amount of work and time to manage, so why the different prices? That's why we are a flat rate company. We charge based on the work needed to manage the property, not based on the rent received.

What We Offer for You (The Owner)

- Online Access to Statements and Documents through our Management Program
- Electronic ACH Payments
- Electronic Document Signing
- Single Point of Contact (One person in charge of all your properties; You never need to be confused by having to talk to multiple people!)

What We Offer to Your Tenants

- Online Application Process
- Online Lease Signing
- Online Portal (For Rent Payments, Maintenance Requests, and access to documents)
- Auto-Pay for Monthly Rent
- Single Point of Contact (The Property Manager)

Other Great Advantages and Services

On top of all the other services we provide, we offer some other great advantages and services!



Amongst other great relationships with trusted vendors, we trust Husky Property Maintenance with our work for major and minor fixes and repairs to our properties. Great relationships with great vendors leads to quality work and fast repair times.

When it comes to listing your property, we know what to do. We will list your property on **more than 50 rental sites** for people across the nation to see! They can see pictures, rental information, and even schedule and time to go see the property with the property manager! You can rest assured that we are doing our best to get your property rented!



Frequently Asked Questions

1. How quickly will you find a tenant?

A lot of variables go into the amount of time that goes into placing a tenant. The time of year, the condition of the home, the amount of rent, etc. All of these factors play into how quickly we fill the unit. We can help you in making this the shortest amount of time possible. Our average time to fill a unit is 2-4 weeks

2. How much will my property rent for?

We take many things into consideration when we estimate how much a unit will rent for. We have some proprietary rental calculators, we also consult the readily available sites like **Zillow.com** and **KSL.com**. We compare your unit to those listed for rent, and for what units like yours have rented for in the past and come up with our recommendation.

3. When do I get paid for my property?

Our payments typically go out of our office by the 12th of the month and into your account before the 15th, but usually sooner. This, of course, is dependent on if the tenant has paid rent on time.

4. Do I get to approve maintenance and repairs?

We have a standard \$200 maintenance limit, and any repairs over that amount must be approved by the property owner. We typically will let you know on any repairs before they're done.

5. What happens if my tenant stops paying or causes trouble?

We take great care in selecting a tenant for your unit that will not cause problems. However, life happens and sometimes tenants have financial troubles. We do our best to work with them and avoid un-planned vacancy, but in the event they stop paying altogether, we follow the state laws in regards to eviction. You will be included every step of the way and be made aware of anything that changes an eviction timeline, or tenant trying to make a partial payment.

6. Who will be in charge of my property?

At Rhino Property Management, every owner will have a single point of contact. That person will be in charge of every aspect of your property from advertising, to tenant placement, to rent collection, to maintenance, as well as owner communication. They will be able to answer any questions you have about your statement, the status of the property showings at your property, etc.

7. Do I need to be in contact with the tenant?

No. It is generally more trouble for you, for the tenant, and for us if you try to keep communicating with the tenant while we are also trying to manage the property. The tenant can't keep straight whether they told you something, or they told us, and we may try to enforce an aspect of the lease on the tenant that perhaps you ok'd with them unbeknownst to us. It is much cleaner and easier for everyone involved if the tenant only contacts the management company.

8. Should I rent to tenants who have pets?

Pets are a very touchy subject for some property owners. Here are a few things to keep in mind:

What are the benefits?

- Roughly 60% of renters own pets. If you allow pets, you open your rental unit up to many more people to rent it.
 - When you rent to a tenant with pets, you can charge a monthly pet fee, increasing your rental income.
- Pet owners are happy to pay this for the privilege of living with man's best friend.

How Do I Get Started?

Whether you are interested in our property management services or if you are just looking into the idea of property management, follow these steps to give you more information about your property and how our services can benefit you:

1

Call us to answer any and all questions! (385) 246-6934

2

Request a FREE rental analysis of your property based on square footage, number of bedrooms and bathrooms, and location in order to see what you should be renting your property for!

3

Schedule a time to go view your property with a property manager!

If you're looking for a property management company, you have come to the right place. Our prices and quality can't be beat. That makes us the best property management value in Utah. Choosing a company to rent your property out for you is a big decision, but it doesn't have to be a hard one. Contact us; we'd love to talk about your options. We'll talk to you for free, with no obligation, and no commitment.

Don't hesitate to call our new property specialist to answer any questions and receive your FREE rental analysis!

Call Us Today!

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