



## **OWNER CHARGES**

### **1. Utility Management Fee: \$75**

The utility management fee would be assessed if RentWerx San Antonio is asked to spend excessive effort and time in crossing over utilities to include power and water on behalf of the owner. Some municipalities are easy to cross over with a phone call – others require someone to appear in person, pay with a check, and sign paperwork in order to assume the utilities to that home. This will be assessed on a case by case basis.

### **2. Oversee Owner's Vendor: \$75**

This fee may be assessed if we are asked to oversee a vendor that the owner has personally hired. In doing so, we are assuming direct liability for that vendor in relation to the home, and the interaction with the tenant. This can sometimes be a non-licensed vendor sent over to look at the home on behalf of the owner. This creates more work for us both in follow up, liability, and correct completion of the job. We encourage owners to allow us to use our approved list of vendors for most items under most circumstances. This will be assessed on a case by case basis.

### **3. Drive By Fee – Outside Only: \$85      Weekend Fee – Outside Only: \$100**

We often get requests from owners to run by the home and do a quick drive by to make sure the garage door is down, or the garbage cans get put away. These things we can do, but it requires us to send someone to do this and that costs gas money and time. San Antonio traffic is often pretty hectic and even the quickest of trips can take an hour or more round-trip.

### **4. Walk Thru Fee: \$85      Weekend Walk Thru Fee: \$100**

This fee would be applied if the owner requests us to go to the home and do a walk thru with the tenant, or while it is vacant, outside of the normal leasing or renewal process. This would only be applied in certain circumstances that go above and beyond our normal management. Example – the neighbor calls the owner and says they saw something suspicious going on at the home and requests us to do a walk thru to investigate. We can do this, but we have to charge for the time and gas money involved in getting to the home. This will be applied on a case by case basis.

### **5. Military by Owner Fee: \$100 (\$79.95 cost)**

We often get requests to put a home on MilitaryByOwner.com in addition to the normal marketing that we do with the San Antonio MLS and AHRN.com. The MBO website is a good marketing tool, but in our experience, an overpriced method of advertising. The cost involved to post a decent looking ad is \$79.95. In addition, when owners post directly on this site – it turns into another form of “Craigslist” advertising that simply brings prospective applicants with unusual circumstances looking for a weak owner to take advantage of. If MBO is something that is added to the marketing package – we charge a \$20 fee over the \$79.95 that MBO charges to post all the pictures and information about the home.

### **6. Early Termination Fee: \$300**

This fee is added into the standard property management agreement. It is applied if an owner hires us

to list their home for rent, we put the home on the market, then sometime later they decide to change their minds and not rent the home with us. We understand those decisions, and it should be understood we have put a lot of time and effort into taking pictures, taking video, posting to all of the websites, fielding calls about that home, and sometimes dealing with applicants. This applies only to an owner prior to a tenant signing a lease agreement. Once a tenant signs a lease agreement, the property management agreement will govern any charges if an owner wants to terminate services early.

### **7. Home Warranty Service Call Fee: \$40**

This fee is added on to a service call if we are asked to use a home warranty that the owner has purchased. It is most often for air conditioning, plumbing, and water heaters. Although we DO NOT recommend home warranties and can offer pages of information as to why we do not recommend them – we understand that some owners feel they are worth keeping. Home Warranties were designed for owners living in the home that can oversee the vendors, and take the additional time to call in for service calls. A routine service call for an air conditioning is compounded with 3-4 more layers of red tape just to get a vendor on site and on time. Since we have NO control over the vendors, we often have to seek out information about who is doing the service call and that it gets completed. The vendors do not answer to us – they answer to the Home Warranty Company which leads them to never keep us in the loop for these repairs. If asked, we can oversee these service calls – but have to charge a fee to compensate for the numerous extra steps and effort this causes to make sure it is done correctly. For more information – visit our FAQ page: [www.SATXPM.com/faq](http://www.SATXPM.com/faq)

### **8. Owner Foreclosure Charge: \$650**

This fee is charged if the owner has let the home go into foreclosure. If this happens, we will have to bear the brunt of the abuse from the tenant, and assist them in finding another home. It is often a surprise to us and a bigger surprise to the tenant. This will be on a case by case basis.

### **9. Repair Projects over \$500 = 10% Vendor Oversight Fee**

This fee is only charged if we are tasked with a major renovation or repair. If the homeowner asks us to oversee installation of tile in the entire downstairs, we can do this, but we have to charge a fee to oversee this large project. There is often several walk thrus involved, billing, and follow up needed to ensure the job is done correctly. We don't charge for standard repairs and this would only apply for a large project type of scenario. This fee will be assessed on a case by case basis.

### **10. Special HOA Signage Fee = Cost of Sign + \$50**

This fee is charged only if we are required to use special signage to advertise the home for rent or for sale. Sometimes, a Home Owners Association has strict stipulations on the type and design of signs that can go in front of a home. If we are forced to purchase a new sign to comply with the HOA stipulations, that cost will be passed on to the owner.

### **11. Pool Key Retrieval Fee: \$85**

This fee is charged if we are tasked to go in person to a homeowner's HOA office and retrieve a pool key. A standard trip fee will be charged. Although we would love to do this via mail, or make other arrangements, a lot of HOA's will only give out a pool key to a management company, a tenant, or an owner with valid documentation. In addition, that pool key is often signed for with identification shown requiring that this be done in person.

### **12. Stop Payment Fee: \$40**

This fee would be charged if we were asked to cut a check directly to an owner and mailed out. If it was determined that the wrong address was given to no fault of our own – we would have to charge the fee. We are charged a fee by the bank and that would have to be passed on to the owner. This fee only applies to payments made by check. This is on a case by case basis.

### **13. Re-Issue Check Fee: \$40**

This fee is charged if we are asked to replace a missing check, with a new check. At this point, we will have TWO checks floating out there and have to make the effort to track down and reconcile the missing check. This fee is on a case by case basis.

### **14. Annual Inspection Fee: \$95**

In the Management Plans that do not include the Annual Inspection Fee – This Fee is Charged.

### **15. Meet someone at property: \$85**

We often get requests from owners to meet someone at the property to assist them in gaining access. This could be appraisers, contractors, pest control, inspectors, or even family members. To cover the cost of time and gas money – we charge a fee. Often times, the home has a combination lockbox on it with a key and we can give that information out as required to avoid making a trip there. This fee is charged on a case by case basis.

### **16. Court Appearance: \$75 per hour**

This fee is already a part of the property management agreement and would only apply if an owner did not carry eviction assurance. It comes into play for evictions, and or lawsuits where we are asked to appear in court on behalf of the owner.

### **17. Annual Technology Fee: \$40**

There is a \$25 annual fee to RentWerx San Antonio to cover the costs of ACH Owner Payments, the Owner's Web Based Portal, and the compiled Year End Statement. This fee is collected on 1 January of each year and will reflect on the January statement.

### **18. Renewals or Extension Fee = \$275**

This fee is only charged when a tenant has fulfilled their lease terms and wishes to renew their lease. Your Portfolio Manager assigned to manage your home earns HALF of this fee, making them extremely vested in ensuring your tenants renew their lease, saving you vacancy. Also, with each renewal your Portfolio Manger will negotiate a 2% Rent Increase, which earns you more income each time the tenant renews.

### **19. Landlord Exit Fee: \$100**

Upon completion or termination of this agreement, owners will incur a \$100 charge for turning over all documentation, accounting for all funds, archiving all files, and forwarding any information required to the owners and/or the tenants. All files and accounting is required to be archived for seven years, this fee is meant to cover that liability.

### **20. Security Deposit Dispute Fee: \$150**

In the event that RentWerx San Antonio has to deal with an outgoing tenant who is in disagreement with a Security Deposit Itemization return, this charge would be applied should it become necessary to seek mediation or legal assistance in resolving a tenant security deposit dispute.

### **21. Tenant Take Over Fee: \$150**

This fee would be charged to a new owner coming into RentWerx San Antonio that already has an existing tenant. Often times, it becomes necessary to start from the beginning with that tenant and implement them into the system with a new lease agreement, a walk thru with pictures, tenant portal set up, and general follow up. This is the fee to cover start-up costs for an inherited tenant.