



Mill City Property Management, LLC
P.O. Box 5671
Manchester, NH 03108
(866) 639-1574
info@millcitypm.com

Dear Prospective Client,

Thank you for contacting us for information regarding our services. Enclosed you will find a copy of our new client management package which will provide you with information about us and the services we offer.

As a full service property management company we offer complete property management services. All of our services are provided at **one low monthly fee** with no hidden costs.

Each of our licensed Property Managers is knowledgeable, professional, prompt and courteous. As experienced real estate professionals we realize your property is a valuable investment and we treat it as such. With that in mind our primary goals are to:

- **Maximize Your Cash Flow:** We are committed to maximizing your income by obtaining the maximum amount of rent for your home that market conditions will bear.
- **Minimize the Vacancy Period:** We are committed to minimizing the time that your rental is not generating income by designing and executing a targeted marketing plan to rent your property as quickly as possible.
- **Protect Your Investment:** We are committed to protecting your investment by thoroughly screening prospective tenants.
- **Do the Work for You:** We are committed to providing you full service by handling everything on your behalf so you can spend your time on more important things!

Please review our management package and call us at 866-639-1574 if you have any questions or concerns. We hope that we can be of service to you and look forward to hearing from you in the near future.

Kind regards,

The Mill City Property Management Team
Visit us on the web at www.millcitypm.com



PROPERTY MANAGEMENT SERVICES WE PROVIDE

At Mill City Property Management, we are committed to fulfilling all of your property management needs. Below is a list of some of the property management services we provide our clients. If there is a service you are particularly interested in but cannot find it listed below, please call us at 866-639-1574.

Professional, Prompt, and Courteous Service

As a family owned and operated business, we strive to provide each of our clients and their tenants with professional, prompt, and courteous service. Each of our licensed property managers treats all clients and tenants with respect and dignity.

Prepare Your Property to be Rented

Your property manager will meet with you to evaluate your property and make recommendations on how to best prepare your property in order to obtain the optimal monthly rental amount.

Your property manager will coordinate the completion of any maintenance or repair items you have approved using our extensive network of qualified vendors to ensure all work is completed.

Determine the Optimal Monthly Rental Amount

Your property manager will do a market analysis to determine the optimal monthly rental amount for your property, utilizing a wide range of professional resources.

Design a Targeted Marketing Program

Your property manager will meet with you to design a targeted marketing program, which will be incorporated in order to fill vacancies in your property as quickly as possible.

Your property manager will execute your targeted marketing program utilizing the internet, Northern New England Multiple Listing Service, local newspapers, circulars, and property signs.

Your property manager will promptly pursue all leads and inquiries and schedule showings of your property during the week, evenings, and weekends.

Thorough Screening of Applicants

Your property manager will thoroughly review each prospective tenant's rental and credit history, including prior evictions.



Your property manager will verify your new tenant's current employment and stated income.

Your property manager will contact your new tenant's previous landlord(s) to verify payment history and care of property.

Your property manager will discuss the results of the screening process with you and make our professional recommendation.

Coordinate Move-In of New Tenant

Your property manager will collect the first month's rent and security deposit in the form of a cashier's check prior to your tenant's move-in.

Your property manager will prepare all rental and lease agreements utilizing New Hampshire Association of Realtors approved forms.

Your property manager will meet with your new tenant and ensure all agreements have been properly executed prior to his or her move-in.

Your property manager will document your property's condition utilizing digital photography prior to your new tenant's move-in.

Your property manager will have your tenant complete and sign a "Statement of Condition" report verifying the condition of the property at the time of his or her move-in.

Your property manager will instruct your tenant regarding rental payment terms and required property maintenance.

Prompt Rental Receipt Collections and Disbursements

Your property manager will promptly collect your rental income from your tenant at the beginning of each month.

Our Accounting Department will disburse the rental proceeds in the manner instructed by you on a monthly basis.

Your property manager will serve five day notices to "Pay Rent or Quit" if rent has not been paid the by the fifth day of each month.

Your property manager will coordinate the start of unlawful detainer action to evict your tenant in the event the rent is not paid.



Payment of Your Monthly Expenses

Our Accounting Department will pay all recurring monthly expenses on your behalf such as:

- Mortgage
- Home Owner's Association Dues (if applicable)
- Property Taxes
- Utilities
- Insurance
- Gardening and Pool Services

Detailed Monthly Accounting Reports

Our Accounting Department will provide you with monthly itemized statements showing income and expenses related to your property, including year-to-date totals.

Our Accounting Department will provide you a year-end accounting summary of your account, along with 1099s.

Complete Property Maintenance Services

We provide our clients with 24-hour emergency repair services.

We minimize the cost of repairs and maintenance using our extensive network of contractors, vendors, and handymen.

We coordinate property reconditioning, including painting, window coverings, new carpet, and carpet cleaning.

We arrange for any necessary services such as utilities, annual furnace servicing, septic pumping, fuel refilling (if applicable), plowing, landscaping, and pool service.

We ensure all investment property town requirements are fulfilled if necessary.



COMPARE YOUR PROPERTY MANAGEMENT COMPANY

How well do you know your property management company? Use the checklist below to compare your current management service to what Mill City Property Management has to offer.

PARTIAL LIST OF SERVICES	YOURS	OURS
PROMPT RENT COLLECTIONS		✓
TENANT SCREENING		✓
ALL PAYMENTS AND BILLS PAID		✓
EVICTION AND LEGAL SERVICES		✓
FREE RENTAL SERVICE TO TENANTS AND ON-LINE RENT COLLECTION		✓
PREPARATION OF VACANCIES		✓
COMPLETE MAINTENANCE SERVICE		✓
MONTHLY COMPUTERIZED ACCOUNTING		✓
24-HOUR PAGING SERVICE		✓

Does your management company stack up? If not, give us a call at 866.639.1574.



QUESTIONS THAT ARE FREQUENTLY ASKED BY NEW CLIENTS

Below are just a few of the questions that are frequently asked by our new clients. If you have questions that are not answered below, please feel free to contact us at 866.639.1574.

Q: What determines the rent for my property?

A: Ultimately the rental market. We use our marketing skills, analysis, and judgment to optimize rents in accordance with your goals.

Q: How are security deposits handled?

A: Security deposits are deposited into the trust account. They remain in the trust account until the tenant vacates the property. By law, any security deposit money due the tenant must be refunded within thirty (30) days.

Q: How are tenants selected?

A: We carefully screen each prospective tenant and verify rental history, employment, and obtain a report which includes credit and evictions.

Q: Do I pay for processing the tenants' applications?

A: No. You pay nothing.

Q: Who pays for maintenance and repairs to my property?

A: The owner pays for maintenance and repairs, unless the tenant has agreed to assume responsibility. In that case, we will seek reimbursement on your behalf from the tenant. Because we deal with a large volume of property, we can normally contract at considerable savings to you for repairs and maintenance. We save you money whenever possible.

Q: Who pays for the marketing of my property?

A: We pay for all signage and labor costs related to marketing your property for rent. The owner pays for the cost of advertising the property for rent in the local periodicals.

Q: Are management fees tax deductible?

A: Generally, as a direct expense item. However, you should confirm this with your tax advisor as your specific situation may be different.

Q: What is typically involved in preparing a property to be rented?

A: Generally, you should expect to make the property move-in ready for a tenant. This may involve painting or patch work, carpet cleaning, and minor repairs. Your property will rent quicker and demand a higher rental value if it is in good condition.





NEW CLIENT MANAGEMENT APPLICATION

CLIENT INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
DATE OF BIRTH	DRIVER'S LICENSE NO.	STATE	SOCIAL SECURITY NUMBER
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	
EMAIL ADDRESS			

SPOUSE / PARTNER INFORMATION			
LAST NAME		FIRST NAME	MIDDLE NAME
DATE OF BIRTH	DRIVER'S LICENSE NO.	STATE	SOCIAL SECURITY NUMBER
PRESENT ADDRESS		CITY	STATE ZIP CODE
HOME PHONE	WORK PHONE	CELL PHONE	
EMAIL ADDRESS			

MONTHLY ACCOUNT STATEMENT	
<input type="checkbox"/>	Please mail a paper copy of my statement to the following street address: STREET ADDRESS:
<input type="checkbox"/>	NOTE: If you have an investment partner(s) who requires a separate monthly property statement and is entitled to receive a portion of the owner proceeds, please check this box and fill out separate forms for each partner.

OWNER WITHDRAW OPTIONS		
If it is necessary for you to receive your owner proceeds as early as possible, we will make a special effort to do so. However, please understand that New Hampshire law requires that we must receive the rent check(s) and wait a few days to ensure that the tenant's check(s) has cleared before we can issue your owner proceeds. We do our best to issue and mail owner proceeds depending on the needs of the individual owners.		
If you wish, we can send your owner proceeds directly to your bank (this can save you time and effort.)		
<input type="checkbox"/>	NO, do not send owner proceeds to my bank. Send them to the address above.	
<input type="checkbox"/>	YES, please send owner proceeds to my bank (fill in the blanks below).	
NAME OF YOUR BANK	BRANCH OR ADDRESS	ACCOUNT NUMBER & ROUTING #
NOTE: If in the future there are any changes in the information on this completed form, please notify Mill City Property Management in writing as soon as possible. THANK YOU.		

DISBURSEMENT INFORMATION

Mill City Property Management will pay your recurring bills on your behalf. Below is a list of the most common of these bills. Please review each item and indicate whether you want to pay the bill yourself or prefer Mill City Property Management pay the bill on your behalf.

1. MORTGAGE PAYMENT

- Owner will continue to pay himself.
- Mill City Property Management will pay on owner's behalf from funds in the trust account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER
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2. SECOND TRUST DEEDS PAYMENT

- Owner will continue to pay himself.
- Mill City Property Management will pay on owner's behalf from funds in the trust account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER
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3. PROPERTY TAX PAYMENTS

- Owner will continue to pay himself.
- Mill City Property Management will pay on owner's behalf from funds in the trust account. Or you escrow with your lender.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	LOAN NUMBER
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\$_____ 1st installment is due on the __st day of _____ ---1st installment is late after the ___th of _____.

\$_____ 2nd installment is due on the __st day of _____ --- 2nd installment is late after the ___th of _____.

4. INSURANCE PREMIUMS

- Owner will continue to pay himself.
- Mill City Property Management will pay on owner's behalf from funds in the trust account. Or you escrow with your lender.

NAME OF AGENCY

PAYMENT ADDRESS

PAYMENT AMOUNT	NEXT PREMIUM DATE	INSURANCE POLICY NUMBER
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5. HOMEOWNER DUES

- Owner will continue to pay himself.
- Mill City Property Management will pay on owner's behalf from funds in the trust account.

PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE
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6. GARDEN OR POOL SERVICE

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE
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7. UTILITIES: WATER

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER
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8. UTILITIES: ELECTRICITY

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER
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9. UTILITIES: GAS

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER
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10. UTILITIES: TRASH BIN

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER
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11. OTHER:

<input type="checkbox"/>	Owner will continue to pay himself.	<input type="checkbox"/>	Tenant pays.
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<input type="checkbox"/>	Mill City Property Management will pay on owner's behalf from funds in the trust account.
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PAYMENT ADDRESS

PAYMENT AMOUNT	PAYMENT DUE DATE	ACCOUNT NUMBER
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HOME OWNER INSURANCE VERIFICATION FORM

Dear Owner,

Dated: _____

It is a requirement of our company that our property owners name Mill City Property Management, LLC as an additional insured on your Liability insurance policy. The required amounts are as follows:

\$500,000.00 for a Condo or PUD.

\$1,000,000.00 for a Single Family Residence.

Please complete this form and return it with the management package.

SUBJECT PROPERTY _____

OWNER(S) _____

Print Name _____ Print Name _____

Signature _____ Signature _____

MY INSURANCE INFORMATION

Name of Insurance Company _____ Street Address or P.O. Box _____

Name of Agent _____ City, State and Zip _____

Policy Number _____ Phone Number _____

Extent of Liability Coverage _____ Fax Number _____

Thank you for your cooperation.

