

SERVING CENTRAL SAN DIEGO

WE HELP OWNERS MANAGE AND SELL THEIR PROPERTIES

PROPERTY MANAGEMENT

Residential Homes 6-8% Fee | Multi-Family 4-6% Fee | Construction and Maintenance



HOW WE MANAGE

We manage your property, handle all daily tasks including maintenance, accounting, rent collection, and leasing.



WHY CHOOSE US

Save time and frustration. Protect your investment with a property manager who has 20+ years of experience in the industry!



WHAT ELSE CAN WE DO

General Construction services. Drywall, Painting, Plumbing, Electrical, Bath and Kitchen Remodels, Flooring, Rent Ready Renovations, and More.

TESTIMONIALS

“Andrew Grinnell managed our triplex in San Diego for 4 years. They ran the property 100% and kept us informed of everything. He raised rents on a regular basis to keep up with the market trends. Thank you Andrew and the team at Sunset Property Management!” – Jennifer H, Louisville, CO – Property Owner



“Sunset Realty has been managing my rental properties for over 6 years. I asked not to be involved in any aspect of the business and they delivered! They have been taking care of renter placements, multiple repairs (major ones included), scheduling vendors and personally supervising any jobs as well as the properties themselves. - Sandra Cavender, Del Mar, CA

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Map 2

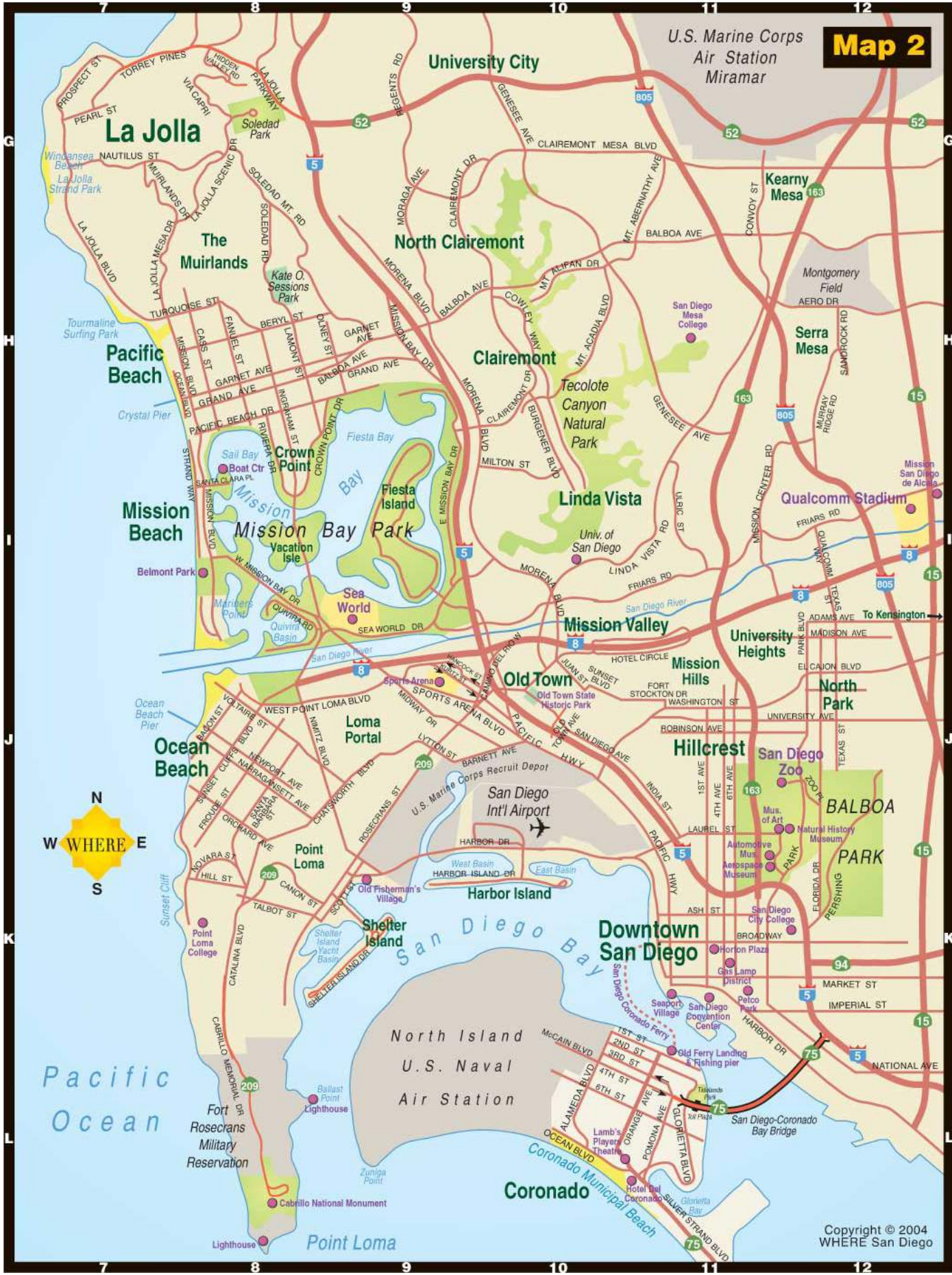




Table of Contents

OUR MISSION:

For over 20 years Sunset Property Management & Realty has existed to help property owners operate and maintain a quality investment that maximizes income stream. We believe it is important that the properties we manage are safe, clean, energy & resource conscious and have a high level of curb appeal – we do this with our “maintenance first” attitude.

THE SUNSET GUARANTEES:

Eviction Protection, Lease Renewal Notification, SAMI, \$200 Authorization for Repairs, Fair Housing Certification, 4.5% Listing Fee, Client Satisfaction.

PROPERTY MANAGEMENT & LEASING ONLY SERVICES:

A description of the services we provide for condos, town-homes, houses, 1-4 unit residential & apartments.

ONLINE MARKETING PARTNERS:

List of online resources that Sunset Property Management & Realty uses to advertise and market your property.

VENDORS:

List of vendors we currently use.

FREQUENTLY ASKED QUESTIONS (FAQ):

Answers to the most commonly asked questions.

CREDENTIALS: DEPARTMENT OF REAL ESTATE:

1. A copy of Sunset Property Management & Realty’s Broker’s License issued by the California Department of Real Estate.
2. Contractors State Licensing Board for Sunset Property Maintenance

AGREEMENTS USED BY SUNSET PROPERTY MANAGEMENT & REALTY:

We proudly use the California Association of Realtors (CAR) contracts for most of our legal documents.

- ❖ Property Management Agreement
- ❖ Move In/Out Checklist
- ❖ Semi-Annual Maintenance Inspection (SAMI) Checklist
- ❖ Mold & Bed Bug Addendums/Disclosures
- ❖ Rent Cap & Just Cause Addendum
- ❖ California Consumer Privacy Act
- ❖ Fair Housing Discrimination Advisory
- ❖ House Rules
- ❖ Lead-based Paint and Keys Safe Lock Addendum
- ❖ Residential Lease or Month-to-Month Agreement
- ❖ Tenant Flood, Hazard Disclosure

TESTIMONIALS:

Honest reviews left by landlords and tenants.



Our Mission

MISSION STATEMENT:

For over 20 years Sunset Property Management & Realty has existed to help property owners operate and maintain a quality investment that maximizes income stream. We believe it is important that the properties we manage are safe, clean, energy & resource conscious and have a high level of curb appeal – we do this with our “maintenance first” attitude.

OUR SERVICES:

Our services have been and will continue to be about quality. We are passionate about ethically and tenaciously searching for highly qualified tenants; knowing that superior tenants desire to live in quality buildings, they tend to stay longer and have a greater degree of financial stability.

OUR COMMUNICATION:

We are big enough to get the job done, but small enough where we have time to respond to property issues, reach out to our clients and return communications quickly.

OUR CUSTOMERS:

We believe it is important for us to partner with owners in a proactive manner to make cooperative decisions about their property. Our systems are set up for out of state and out of the country owners.

OUR TENANTS:

Our tenants have much to do with the success of our business; we take their needs seriously. We gather valuable feedback that enables us to accommodate their needs. This is done by being approachable with regards to questions, comments, queries and concerns.

OUR BUILDINGS:

After 22 years of management, we concede that the best run properties are visited often by their manager; this is why we only manage buildings in our area. Conservation of resources has increasingly become the gateway to success on an income level; costs that used to be ancillary are now the dividing point between an excellent return and an average return. We only manage properties in Central San Diego making us local experts.

OUR MAINTENANCE PROGRAMS:

This is where we stand out and strive every day to separate ourselves from the competition. Our craftsmanship is high quality and we keep our maintenance rates low so that the budget will allow us to improve properties, not just maintain them. We are licensed contractors and can take on renovations and repairs of many scopes, sizes and degrees of difficulty.



The Sunset Guarantees

EVICITION PROTECTION GUARANTEE:

If we proceed with an eviction of a tenant placed by Sunset Property Management & Realty, we will pay \$1250.00 towards attorney fees and court costs.

LEASE RENEWAL NOTIFICATION:

No later than 60 days prior to the expiration of your tenants' lease, you will receive a notification asking if you would like to extend the lease, increase rent or ask the tenant(s) to vacate.

SAMI GUARANTEE:

We will schedule Semi Annual Maintenance Inspections (SAMI) with the tenants to perform a preventative maintenance inspection of your property. We also use this opportunity to identify lease violations and many other observable concerns.

PROPERTY OWNER AUTHORIZATION OF ANY REPAIRS OVER \$200:

Homeowner will be notified for authorization before work begins on any repairs over \$200.00.

FAIR HOUSING CERTIFICATION:

Sunset Property Management & Realty attends yearly classes for California Fair Housing Rules and Regulations, taught by the law firm, Kimball, Tirey & St. John.

4 ½ % REALTY LISTING GUARANTEE:

Sunset Realty is a part of Sunset Property Management & Realty. For our clients who use Sunset Realty as their Broker, we are more than happy to offer lower fees for both realty and property management services. Please visit www.sunsetrealtyinvestments.com.

SATISFACTION GUARANTEE:

If for any reason you are not happy with our services or fees, you may cancel or rescind your Property Management Agreement with no fees, penalties or delays.



Leasing Only Services

INITIAL PROPERTY CONSULTATION: We will schedule a meeting with you at your property to discuss your needs, goals and concerns including:

- ❖ **Rent-ability:** Inspect your property and let you know what needs to be done to get it into rentable condition.
- ❖ **Rental Valuation:** Perform a rental analysis for your property to determine the market rental rate based on the time of year or season.
- ❖ **Set a Leasing Goal:** Set a target date for leasing your property.



PROFESSIONALLY PHOTOGRAPH PROPERTY: Preview First or Golden Lense.

ADVERTISING: Your property will be listed on the top 18 rental websites.

SIGNAGE: Rental signs and marketing posted on your property.

PROMPT RESPONSE TO ALL RENTAL INQUIRIES: All rental inquiries are answered within 24 hours of being received.

PERSONALIZED PROPERTY SHOWINGS: Your property will be shown by appointment by one of our qualified Agents.



LEASING UPDATES: You will be contacted by our Leasing Agent to discuss the activity on your property.

TENANT SCREENING & QUALIFICATION PROVIDED:

- ❖ Rental Application
- ❖ Credit Report with FICO Score
- ❖ Eviction Search
- ❖ Criminal Background Check
- ❖ Employment Verification
- ❖ Rental Reference Verification

NEGOTIATION OF LEASE TERMS: All negotiations are handled by Sunset Property Mgmt. & Realty.

TENANT PLACEMENT / LEASING FEE: Our fee \$ is equal to ½ of the rental rate. Our minimum fee is \$950, we charge whichever is greater.

LEASE PACKET: We create and provide you with an electronic lease packet which includes:

- ❖ Rental lease and supporting documents
- ❖ Applications, credit reports and income verification





6%-8% Management Services for Houses, Townhomes and Condos

You are not charged when the property is vacant or for lease renewals. For Houses, Townhomes and condos, you can expect to pay a monthly Property Management Fee of 6%-8% and a Tenant Placement Fee of \$450. Property management companies in San Diego usually set a minimum rental management fee. Our minimum property management fee is \$150/month. This is equivalent to a minimum rental rate of \$1875/month at 8%.

ADVERTISING & LEASING \$450:

- ❖ Your property will be listed on the top 18 rental websites
- ❖ Agent showings 7 days a week
- ❖ Market rent surveys and rental rate valuation
- ❖ Marketing vacant space to local Brokers
- ❖ Rent ready inspection and maintenance
- ❖ High quality photos for advertising
- ❖ Virtual photo tour of property condition
- ❖ All calls answered by a live person 7 days a week
- ❖ TransUnion credit reporting for Prospective Tenants
- ❖ Criminal background and eviction history search
- ❖ Employment and Rental history verification
- ❖ Weekly leasing agent updates of interest levels
- ❖ A-paper level credit screening and guidelines
- ❖ Lease preparation and signing
- ❖ Move in funds collected, recorded and deposited
- ❖ Move in condition report, inspection and photos
- ❖ HOA registration of Tenant and Property Manager

PROPERTY MANAGEMENT:

- ❖ Excellent communication
- ❖ Move in/Move out (MIMO)
- ❖ Lease renewals
- ❖ Property condition report for tenant occupied properties
- ❖ Tenant emergency hotline all hours, 7 days a week
- ❖ Negotiate lease renewal terms with tenant and draft lease renewal
- ❖ Market rental survey to gauge expected rental rate
- ❖ HOA violation enforcement and fine collection
- ❖ Broker owned and operated management company
- ❖ Prepare properties for "rent ready" condition
- ❖ Delinquency monitoring & control
- ❖ Monthly Owner Draw via ACH
- ❖ Monitor lease expirations and communicate with homeowners
- ❖ Liability monitoring and recommendations
- ❖ Contracts and documents shared in the Owner and Tenant Portals
- ❖ Lease and house rules violations enforcement
- ❖ Access to efficient and Free attorney services



6%-8% Management Services for Houses, Townhomes and Condos

ACCOUNTING & FINANCIAL REPORTING:

- ❖ Collect monthly rents
- ❖ 24/7 Online Access to all financials through owner's portal
- ❖ Monthly and annual financial statements sent via email or available in owner portal
- ❖ Dedicated property Accountant who is also the Broker and General Contractor
- ❖ Account payable for all recurring and non-recurring property expenses
- ❖ Cash Flow Analysis
- ❖ Issue Security Deposit Dispositions
- ❖ Organize and maintain complete lease and owner files according to DRE regulations
- ❖ Pay monthly expenses, utilities, taxes, vendors, contractors
- ❖ Common Area Maintenance (CAM) budgeting and billing
- ❖ Year-end rental income, IRS and 1099 reporting
- ❖ California FTB Tax reporting
- ❖ Accounts receivable for rents, tenant billing and invoicing
- ❖ ACH direct deposit for owner draws by the 20th of each month

CONSTRUCTION, MAINTENANCE & REPAIRS:

- ❖ Maintenance calls are billed at \$50/hour
- ❖ No mark-up on parts
- ❖ 15% construction Project MGMT for Insurance claims and major agreed to repairs supervised by General Contractors in our office
- ❖ General Contractor/Broker owned Maintenance Company
- ❖ Before and after photos of repairs
- ❖ Copies of work orders, photos and receipts available to the owner in paper and in the online Owner Portal
- ❖ Emergency flood, electrical and plumbing response
- ❖ 24-hour response time for all maintenance requests & tenant inquiries
- ❖ Vacant turns, rehabs and rent ready renovations
- ❖ Maintenance and repairs
- ❖ Semi-Annual Maintenance Inspections (SAMI)
- ❖ Drywall / Painting
- ❖ Minor Plumbing
- ❖ Basic Electrical
- ❖ Bath and Kitchen remodels
- ❖ Flooring: tile, wood, carpet
- ❖ Lock re-keying
- ❖ Landscaping Maintenance
- ❖ Irrigation Repair
- ❖ Pressure Washing
- ❖ Cleaning
- ❖ Haul Away
- ❖ 24-hour property manager emergency services
- ❖ General contracting and remodeling services



4-6% Management Services for 2-4 Units & Apartments

Contrary to most apartment rental companies, we focus on creating value through preventative maintenance, common area upkeep, aggressive leasing and efficient operations. For apartment buildings with 2 units or more, you can expect to pay a monthly management fee of 4%-6% and a Tenant Placement Fee of \$450. A property manager must have experience and knowledge of complex building operations as an inherent part of the Property Management services offered. Our rental company services are designed to manage a blend of multi-family buildings and apartment communities.

ADVERTISING & LEASING \$450:

- ❖ Your property will be listed on the top 18 rental websites
- ❖ Agent showings 7 days a week
- ❖ Market rent surveys and rental rate valuation
- ❖ Marketing vacant space to local Brokers
- ❖ Rent ready inspection and maintenance
- ❖ High quality photos for advertising
- ❖ Virtual photo tour of property condition
- ❖ All calls answered by a live person 7 days a week
- ❖ TransUnion credit reporting for Prospective Tenants
- ❖ Criminal background and eviction history search
- ❖ Employment and Rental history verification
- ❖ Weekly leasing agent updates of interest levels
- ❖ A-paper level credit screening and guidelines
- ❖ Lease preparation and signing
- ❖ Move in funds collected, recorded and deposited
- ❖ Move in condition report, inspection and photos
- ❖ HOA registration of Tenant and Property Manager

PROPERTY MANAGEMENT:

- ❖ Excellent communication
- ❖ Move in/Move out (MIMO)
- ❖ Lease renewals
- ❖ Property condition report for tenant occupied properties
- ❖ Tenant emergency hotline all hours, 7 days a week
- ❖ Negotiate lease renewal terms with tenant and draft lease renewal
- ❖ Market rental survey to gauge expected rental rate
- ❖ HOA violation enforcement and fine collection
- ❖ Broker owned and operated management company
- ❖ Prepare properties for "rent ready" condition
- ❖ Delinquency monitoring & control
- ❖ Monthly Owner Draw via ACH
- ❖ Monitor lease expirations and communicate with homeowners
- ❖ Liability monitoring and recommendations
- ❖ Contracts and documents shared in the Owner and Tenant Portals
- ❖ Lease and house rules violations enforcement
- ❖ Access to efficient and free attorney services



4%-6% Management Services for 2-4 Units & Apartments

ACCOUNTING & FINANCIAL REPORTING:

- ❖ Collect monthly rents
- ❖ 24/7 Online Access to all financials through owner's portal
- ❖ Monthly and annual financial statements sent via email or available in owner portal
- ❖ Dedicated property Accountant who is also the Broker and General Contractor
- ❖ Account payable for all recurring and non-recurring property expenses
- ❖ Cash Flow Analysis
- ❖ Issue Security Deposit Dispositions
- ❖ Organize and maintain complete lease and owner files according to DRE regulations
- ❖ Pay monthly expenses, utilities, taxes, vendors, contractors
- ❖ Common Area Maintenance (CAM) budgeting and billing
- ❖ Year-end rental income, IRS and 1099 reporting
- ❖ California FTB Tax reporting
- ❖ Accounts receivable for rents, tenant billing and invoicing
- ❖ ACH direct deposit for owner draws by the 20th of each month

CONSTRUCTION, MAINTENANCE & REPAIRS:

- ❖ Maintenance calls are billed at \$50/hour
- ❖ No mark-up on parts
- ❖ 15% construction Project MGMT for Insurance claims and major agreed to repairs supervised by 1 of 3 General Contractors in our office
- ❖ General Contractor/Broker owned Maintenance Company
- ❖ Before and after photos of repairs
- ❖ Copies of work orders and receipts available to the owner in paper and in the online Owner Portal
- ❖ Emergency flood, electrical and plumbing response
- ❖ 24-hour response time for all maintenance requests & tenant inquiries
- ❖ Vacant turns, rehabs and rent ready renovations
- ❖ Maintenance and repairs
- ❖ Semi-Annual Maintenance Inspections (SAMI)
- ❖ Drywall / Painting
- ❖ Minor Plumbing
- ❖ Basic Electrical
- ❖ Bath and Kitchen remodels
- ❖ Flooring: tile, wood, carpet
- ❖ Lock re-keying
- ❖ Landscaping Maintenance
- ❖ Irrigation Repair
- ❖ Pressure Washing
- ❖ Cleaning
- ❖ Haul Away
- ❖ 24-hour property manager emergency services
- ❖ General contracting and remodeling services
- ❖ Kitchen and bathroom complete design and remodeling



4%-6% Management Services for 2-4 Units & Apartments

ASSET MANAGEMENT:

- ❖ Reviewing, verifying and approving property improvement and project expenses
- ❖ Construction project management
- ❖ Manage project expenses
- ❖ Financial statement review and auditing
- ❖ Consumer Price Index (CPI) adjustments
- ❖ Implement 1, 3, 5 year increased NOI planning
- ❖ Construction estimating, budgeting and forecasting
- ❖ Rent re-negotiation and abatement agreements
- ❖ Project cash flow analysis and budgeting
- ❖ Real Estate acquisitions and sales



Online Marketing Partners

ADVERTISING:

Sunset Property Management & Realty advertises your property/properties on all of the following websites:





Trusted Vendors We Use

THE FOLLOWING IS A LIST OF TRUSTED VENDORS SUNSET PROPERTY MANAGEMENT USES:

- ❖ 1-877 Appliance
- ❖ Aloha Sliding Door
- ❖ Aztec Appliance
- ❖ Better Cabinets, Inc.
- ❖ Bill Howe Plumbing, Inc.
- ❖ Busy Bee Lock and Keys
- ❖ California Bath Refinishers, Inc.
- ❖ Check Mate Construction
- ❖ Chelsea Pest Control
- ❖ Clean Green Hauling
- ❖ Continental Locks
- ❖ Deck Coating Specialist
- ❖ Dirt Cheap Demolition, Inc.
- ❖ Durbin's Carpet Care
- ❖ Eberhard Benton Roofing
- ❖ Engage Cleaning
- ❖ Golden Lense
- ❖ James Lifgren Roofing
- ❖ John Padilla Plumbing
- ❖ Le Perv Landscape
- ❖ Michelle Snyder, Attorney
- ❖ Mighty Garage Door
- ❖ Morey Plumbing
- ❖ NAAV Productions
- ❖ Newman Windows
- ❖ Olympic Restoration
- ❖ Preview First
- ❖ Reliable Garage Door
- ❖ Screen Mobile
- ❖ ServPro
- ❖ Star Flooring
- ❖ Sunset Maintenance
- ❖ Zapp Electric



Frequently Asked Questions Company Procedures & Management

WHAT IS INCLUDED IN THE MONTHLY MANAGEMENT?

For a monthly management fee, Sunset Property Management & Realty performs the following duties:

- ❖ Rent collection
- ❖ Disburse owner funds
- ❖ Keep accurate reports for your property and provide monthly statements
- ❖ Act as the sole point of contact for the tenant at your property
- ❖ Deal with tenant delinquency, all the way through eviction (if necessary)
- ❖ Correspond with the tenant regarding notices of violation or other issues
- ❖ Available 24/7 to handle emergency repairs at the property

WHAT IS NOT INCLUDED IN THE MONTHLY MANAGEMENT?

- ❖ Property maintenance fees
- ❖ Tenant Placement or Leasing Fees
- ❖ Excessive visits to the property
- ❖ Inspections of the property
- ❖ Trips to the property to file police reports or meet insurance adjusters
- ❖ Trips to court to handle litigation with tenants

DOES SUNSET PROPERTY MGMT. & REALTY COLLECT RENT, PAY BILLS AND SEND OWNER DRAWS BY ACH?

Yes, Sunset Property Mgmt. & Realty collects rent either by ACH or paper check from the tenant on a monthly basis between the 1st and 3rd and the funds are deposited into a rental Owner Trust account. Sunset Property Mgmt. & Realty will pay all property related bills and expenses other than Mortgage and HOA payments. Owner draws are distributed to you by ACH minus our property management fee and any other property related expenses.

HOW LONG HAS YOUR COMPANY BEEN IN BUSINESS?

Sunset Property Management has been in business in San Diego since 2010. The owner Andrew D Grinnell is a Real Estate Broker & General Contractor and has been in the residential investment property business in San Diego since 2001. Sunset Property Management is a customer focused firm that offers property management, realty services, maintenance and leasing services to over 150 clients and more than 400 properties, including residential and mixed-use properties.



Frequently Asked Questions Company Procedures & Management

WHAT HAPPENS IF I WANT TO SELL MY RENTAL WHILE A TENANT IS OCCUPYING THE UNIT?

Sunset Property Mgmt. & Realty is a full-service Brokerage capable of listing and selling your property for you. We will also help you purchase a new one if the situation calls for it. Listing your rental for sale while occupied is not uncommon in San Diego. Sunset Property Mgmt. & Realty offers this service at a reduced fee of 4.5% for our existing property management clients. Once a listing agreement has been executed, Sunset Property Mgmt. & Realty will contact your Tenants to explain that the property is going to be listed for sale. We will work with the Tenants to decide on a mutually beneficial showing schedule for the listing period to assure that the relationship with the Tenants remains professional and considerate of the Tenant's schedule. Our team will work with buyer agent(s) and the Tenants to coordinate access to the property for prospective buyers. The Tenant's lease does remain in effect unless an agreement is reached between the seller / buyer and the Tenant for an early lease termination.

IF I DECIDE TO HIRE YOU, WHAT IS THE NEXT STEP?

We will send you a California Association of Realtors Property Management Contract to review and sign via DocuSign.

If the property is vacant or occupied, we will schedule an Agent Visual Inspection required by the State of California. We carefully go through the entire property to make a list of repairs needed to make the property ready to photograph and market. We will generate and email you an estimate of repair costs for approval and directions prior to commencing.

When a property is tenant occupied, we contact the Resident/Tenant and schedule for a property evaluation. We go through the property and check for visible leaks, test smoke and CO2 alarms, verify hot water heaters and furnaces are up to code, take photos of property condition, and address any maintenance issues or concerns the Tenant may have.

WHAT STEPS HAVE YOU TAKEN TO CUT COSTS SO THAT YOU CAN PASS SAVINGS ON TO YOUR OWNERS?

Staying hyper local and not trying to cover a huge territory. Costs related to gas, man hours, and maintenance/repairmen all add to the bottom line: that's why we stay local. We also don't have a front desk person. When you call you get Andrew (Broker/Owner) or Greg (Maintenance Manager) or Nate (Tenant and Leasing Manager). Carrie (Marketing Coordinator) runs the marketing and listings. We have had no turn over ever, so you always have experienced people on your side.



Frequently Asked Questions Company Procedures & Management

HOW DO I SWITCH PROPERTY MANAGEMENT COMPANIES?

The first step to change your management company is to read your current property management contract; you can always email your contract to Sunset Property Mgmt. & Realty for us to review with you. Sunset has a pre-written letter that can be edited and delivered to your existing Property Manager spelling out an easy to follow procedure for transferring the property to a new manager, your expectations of them as a Landlord and a formal timeline in which the stages of the transfer should be undertaken. Most property management companies do ask for a courtesy 30-day notice of cancellation and other contracts strictly require the same notice. Once your end date with the current PM is determined and a new management agreement is signed with Sunset Property Mgmt. & Realty, we will take over by reaching out to the current Property Manager to obtain property files, lease agreements, move-in/move out (MIMO) condition list, photographs, tenant rent roll(s), tenant contact information, property financial documents, property keys, accounts payable/vendor lists, recent maintenance work orders and transfer utilities. Tenant Security deposit liabilities, if held by the current Property Manager may be transferred directly to our trust account. Below are the steps/items that will need to be coordinated with the old property management company and be passed on to Sunset Property Mgmt. & Realty for a smooth transition.

- ❖ Provide owner with a final financial report along with remaining rents on hand minus agents fees and funds needed to cover all outstanding expenses the manager has incurred in the course of managing the property. We give the old property manager permission to withhold owner funds, either all or a portion in reserve for 30 days after the above mentioned termination date in order to make sure all expenses are paid. Owner funds such as those already incurred but not yet invoiced. If the old management company chooses not to hold a reserve they can issue a check for any trust account balance immediately and notice both the owner and Sunset Property Management. Notification can be sent via United State Postal Service certified mail so that Sunset Property Management (“property manager”) may contact the vendors to get copies of outstanding invoices.
- ❖ Provide owner with the necessary records and documents. This includes a list of tenant security deposit obligations, copies of leases, applications, credit reports, income verification and other instruments entered into on behalf of the owner.
- ❖ Transfer security deposits either to the owner, or the new agent minus the relevant deductions as dictated by the contract.
- ❖ Provide tenants written notice of the exact dollar amount of the security deposit and inform them that the owners or the owners’ new Agent is now responsible for returning their security deposit.
- ❖ Provide tenants written notice that they are no longer managing the property, and provide them contact information for the owners’ new Agent or designee.
- ❖ Allow a representative from your new agency to retrieve all keys to the property accompanied by a key list if necessary.
- ❖ Lastly, we will require a list of all vendors that service the property and their contact information so that we may coordinate with them and/or choose new ones as we see fit.



Frequently Asked Questions Company Procedures & Management

WHAT TYPE OF INSURANCE DOES SUNSET PROPERTY MANAGEMENT CARRY?

Commercial General Liability Insurance: an insurance policy that affords liability coverage to businesses in the event a claim arises for bodily injury, personal injury and property damage caused by business' operations, consumer products, or bodily injury on the business' premises.

Workers Compensation: insurance provided to an employer for wage replacement and medical benefits to employees injured on the job. Since many management companies do not solely have employees, rather they employ a mix of employees and independent contractors, this type of coverage provides benefits in exchange for mandatory relinquishment of the employee's right to sue their employer for the tort of negligence.

Errors & Omissions insurance (E & O Insurance): professional business liability insurance designed to protect companies and their workers, or individuals against claims made by tenants or clients for inadequate paperwork or negligent actions.

ARE THERE FEES WHEN THE PROPERTY HAS NO TENANTS?

No, Sunset Property Mgmt. & Realty never charges when the property is vacant nor for lease renewals.

WHAT TYPES OF PROPERTIES DO YOU MANAGE?

Residential properties under 20 units in Central San Diego only. Our portfolio has an even mix of condos, town-homes, 2-4 Unit properties and apartment buildings. We also manage various mixed-use properties that have a blend of commercial retail or office and residential units on one property or in a single building.

DO YOU WORK WITH OUT-OF-COUNTRY OWNERS?

We work very well. About 15-20% of our portfolio is deployed or out of Country. Another 25% or so are out of state owners. With the help of the online owner portal, Landlords can participate at a distance by communicating directly with their Property Manager, view reports as well as see activity and notes related to their property through an online/cloud-based system.

HOW DO YOU FIGURE THE DEPOSIT AMOUNT FOR A PROPERTY?

Our policy has been to charge at least one month's rental rate. This amount should cover most cleaning costs and damages. The damages incurred tend to follow directly in line with the credit and income of the tenant, which is why our screening leads to tenants that treat the property well and have a lower tendency to leave the property in need of major cleaning and repairs.



Frequently Asked Questions Company Procedures & Management

HOW WIDE OF A GEOGRAPHIC AREA DOES YOUR COMPANY COVER?

Sunset Property Management will manage residential and mixed-use properties within 10-15 miles of our office located on Morena Blvd, just parallel to the 5 highway and directly East of Mission Bay.

WHERE ARE MOST OF YOUR PROPERTIES LOCATED?

All of our properties are located within a 10 to 15 mile radius around our office. We prefer to be experts in our area; in addition, we only service the following Zip codes for efficiency and cost reasons:

Allied Gardens: 92120	Kensington: 92116
Bankers Hill: 92103	La Jolla: 92037
Bay Ho: 92117	Linda Vista: 92111
Bay Park: 92110	Mission Beach: 92109
Birdland: 92123	Mission Hills: 92103
Central San Diego: 92110	Mission Valley: 92108
City Heights: 92105	Normal Heights: 92104
Clairemont: 92111	North Clairemont: 92117
College Area: 92182	North Park: 92104
Coronado: 92118	Ocean Beach: 92107
Crown Point: 92109	Old Town: 92110
Downtown: 92101	Pacific Beach: 92109
Fashion Valley: 92108	Point Loma: 92108
Golden Hill: 92113	South Park: 92102
Hillcrest: 92103	Sunset Cliffs: 92107
Kearny Mesa: 92123	University City/UTC: 92122
	University Heights: 92116

WHAT ARE YOUR PRICING OPTIONS?

Single-family homes: 6% for newer construction or properties located in close proximity to our office. 7-8% for older construction before 1990 and properties that have a lot of regular maintenance, upkeep or repairs.

Town-homes and condos: Generally, we charge 8% for these properties since there are often restrictions imposed by the property's HOA that limit or cause additional time and coordination by the property manager and maintenance crew.

Properties with 2-4 units: 5% for newer construction. 6% for pre-1990 construction is more or less how we gauge it. Older buildings have more issues with tenants, leasing and maintenance than do newer properties.

Apartment Buildings with 5 or more units: 4% for buildings in moderate to excellent condition. 5% for older properties that need renovating, up keep or have a high tenant turnover.



Frequently Asked Questions Company Procedures & Management

HOW MANY PROPERTY MANAGERS WOULD I INTERACT WITH?

Our company has never had any turn over and our team members administrate different aspects of the management process. During the course of our property management relationship you can expect to interact with our team.

Carrie Lewis: is our marketing, advertising and website administrator. If a property needs to be listed for rent, Carrie steps up to create the advertisement along with photos and works with our clients to make sure the property is advertised in a manner approved by the Owner. The listing is sent to Landlords/Owner before being posted live on the internet so that opinions or details can be shared and edits can be made.

Greg Wiech: Greg runs the maintenance department and has 22 years of experience in the residential property management industry: he has been a home builder and renovator during the same period of time. Greg is the primary point of contact for any minor repairs related to general maintenance or major projects like remodels and vacancy turns will be under his administration.

Nate Cornell: California Licensed Real Estate Agent and Realtor is the Lease Administrator & Operations Manager for our office and 90% of the leases in our office were procured and signed by him. Most subject matter related to Tenants, including inquiries by the Landlord related to Tenants will be directed to and handled by Nate.

Andrew Grinnell: California Licensed Real Estate Broker and General Contractor is the accountant and supervisor for the team and is the President of Sunset Property Management and Sunset Maintenance. In general, instances related to Landlord questions, legal matters, contract negotiations, accounting and procedural question are directed to the Broker/Owner of Sunset Property Management.



Frequently Asked Questions Leasing Procedures

WHO SHOWS MY RENTAL?

Our showings are by a DRE Licensed Agent/Realtor. A licensed Agent will meet prospective tenants at the property to tour the rental.

WHAT IF A FRIEND OR FAMILY MEMBER WOULD LIKE TO RENT MY PROPERTY?

Send us the applicant's information and we will assist them with their application. All prospective tenants must go through our application approval process. Our credit and background checks pull credit history, eviction records and criminal background. We will also complete employment and rental verifications.

CAN I PICK MY OWN TENANT?

We will accept the rental application, complete a credit and background check and receive proof of funds to ensure the applicants meet our rental qualifications. We will also complete an employment and rental history check. Once an application passes our qualifications we will reach out to the Owner for final approval. All applicants are screened by a licensed Agent certified in California Fair Housing Laws. Ultimately in California, if the applicant(s) pass the rental requirements they must be accepted as a Tenant by the Landlord.

HOW DOES SUNSET PROPERTY MGMT & REALTY LIST & RENT MY PROPERTY?

Getting our homes rented fast is key to our success and happy clients. We will draft the listing and have you review before posting your rental on the internet. All additions and feedback are welcomed by owners to allow a fantastic first impression.

- ❖ Using syndication software, we list available units on the top rental websites. All listings are created to allow ease of scheduling, showing, locating the property, and understanding the qualification requirements and our rental criteria.
- ❖ We have relationships with top real estate photographers. For a reasonable cost your home will be professionally photographed to maximize potential tenant interest and as a record of pre-move in condition.
- ❖ We promote using today's technologies offering text & email communication to set up viewings, along with a preset showing schedule listed online.
- ❖ All calls, texts and emails are recorded using cloud technology.
- ❖ All of our clients are provided with a cloud based spreadsheet upon request, to view interest based on calls, emails, showings, follow-ups, and notes.
- ❖ For some properties, we will use the MLS to list homes for rent to maximize visibility by allowing other licensed agents to screen and show the property.



Frequently Asked Questions Leasing Procedures

HOW LONG SHOULD IT TAKE TO RENT MY PROPERTY?

Our goal is to lease your property within 2 weeks of listing it. On average, we look for a minimum of 2 calls per day from prospective renters. After 2 weeks, if the home has not rented, we will contact you to go over rental rate and the interest received. Please keep in mind time of year, price and quality of the home are all factors to be considered. The spring and summer months are prime rental periods in San Diego. Between November and February the rental market rates drop off considerably and vacancy periods lengthen. A home listed during fall and winter months may take longer to rent and will demand a lower monthly rent.

AM I PROTECTED FINANCIALLY IF A TENANT BREAKS THEIR LEASE AGREEMENT?

Yes, the Tenant is required to pay Sunset Property Mgmt. & Realty a lease break fee that covers the tenant placement fee and administration costs to list and show the home at no expense to you. The Tenants are required, by their lease, to continue to pay rent until a new tenant is qualified, approved and placed. Our lease agreement and house rules cover this procedure that is standard in California.

HOW DO YOU DETERMINE RENT AMOUNT?

Property Managers perform a market rent analysis to find out current vacancy rates and rental rates reported by other Property Managers and Brokers. This is accomplished by looking at asking rates on listing websites and by calling listings of other brokers and inquiring about actual rental rates, unit condition and days on market. Sunset Property Mgmt. & Realty places great importance on call/email/contact volume since there is a lot to learn from the interest level, communication and feedback from prospective renters; they are out there looking at inventory and are often a great source of information and pricing. If the unit is priced correctly, you should receive 1.5-2 contacts per day in the high seasons, April – Mid October. It's difficult to predict rental rates in the off-season October - March, however, Landlords should be prepared to have to play the market a little more which can lead to rate decreases or move in specials of some sort.

WHAT ARE YOUR LEASING FEES AND DO THEY INCLUDE ANY MARKETING COSTS?

Our Tenant Placement Fee is \$450 per vacant unit leased. Professional photos are additional. We provide FREE for H-frame 'For Rent' signs, but if you choose to have a professional Realtor T-sign for each vacancy, that is \$75 per lease. Typically, the professional sign is used for single-family homes, 2 to 4 unit buildings and apartments.

DO YOU OFFER ARIEL/DRONE PHOTOS OF PROPERTIES?

We have 2 vendors that we use for drone/ariel photography. Ask us about our vendors that offer video tours by request by owner. Traditionally we find that the best way to show your property to prospects on the internet is making a slideshow, using photos plus a few ariel shots.



Frequently Asked Questions

Leasing Procedures

COULD YOU HELP ME WRITE MY VACANT RENTAL ONLINE LISTING?

We can do that for you. Keeping to the facts is important when writing an ad, and we do that. Less fluff tends to get more leads because people want to know what they are going to be renting and what is in it before they even see the property in person or apply. The more information that is available, the better the chances are of getting your next great tenant! We also send our ads to landlords for approval prior to posting on the internet rental websites. Contact us for our professional San Diego property management services to get your new listing done right.

DO YOU ALLOW VACATION RENTALS (AIRBNB/VRBO)?

Sunset Property Management does not offer short term vacation or furnished rental management. Tenants are not allowed to sublease/sublet a unit they are renting on vacation rental websites; if they do it is in violation of our house rules and their lease.

HOW EASY IS IT TO GET PHOTOS TAKEN OF MY PROPERTY FOR ADVERTISING?

There are several steps to get your property ready for the camera. First, professional cleaning is essential. The high resolution camera equipment used by our photographers tend to spot dirt, smudges and dust easily. We find the best types of photos are unfurnished. Why? So people can have a chance to imagine their furnishings in different arrangements and locations inside the home. Proper lighting helps show off your asset more than you would think, this means taking photos in the afternoon and using lighting equipment. We have relationships with several vendors for both cleaning & photography services.

WHAT ARE SUNSET'S HOUSE RULES? MAY I ADD MY OWN?

Some owners have certain criteria they require and that they want the tenants to adhere to. A few examples are: Renters Insurance required, No smoking or vaping allowed on the property, No open fires allowed, etc. Often communities with HOA's have a lot of the same rules in the CCR (Covenants, Codes and Restrictions). In both respects, we post the rules into the tenant portal so they can viewed anytime. Each owner receives a word doc copy of the house rules, so they can customize to their properties' needs.

HOW LONG ARE YOUR LEASES?

Usually, our leases are for 12 months and run Summer to Summer when vacancy times are the shortest, this also allows us to capture the highest rental rates which are in the summer. If we are attempting to lease a property in the off-season (winter for example), then we may create a 6 or 18-month lease which creates a summer lease expiration. Some tenants have been "grandfathered in" with their old lease from another management company/owner. New leases are written for up to 12 months.



Frequently Asked Questions

Leasing Procedures

WHAT IF I ONLY NEED LEASING ONLY SERVICES?

We will schedule an Initial Meeting Consultation with you at your property to discuss your needs, goals and concerns including:

- ❖ **Rentability:** We will inspect your property and let you know what needs to be done to get it into rent ready condition.
- ❖ **Rental Valuation:** Perform a rental analysis on your property to determine the market rate.
- ❖ **Set a Leasing Goal:** We set a target date for when we expect to lease your property.

WHAT IS INCLUDED WITH YOUR LEASING ONLY SERVICES?

- ❖ **Professionally Photograph Property:** Golden Lens Media or Preview First. (Price based on Vendor and service)
- ❖ **Advertising:** Your property will be listed on over 15 of the top rental websites.
- ❖ **Signage:** Rental signs and marketing will be posted on your property. There is a sign placement fee of \$75 for professional Realtor T signs or a free H frame corrugated double sided yard sign.
- ❖ **Prompt response to all inquiries:** All inquiries for your property are answered within 24 hours at the latest.
- ❖ **Personalized Property Showings:** Your property will be shown by appointment by one of our qualified agents.
- ❖ **Leasing Updates:** You will be contacted by our leasing agent to discuss the activity on your property.
- ❖ **Tenant Screening & Qualifying:** See our detailed process on this on next page
- ❖ **Negotiation & Lease Terms:** All negotiations are handled by Sunset Property Management and by the direction of the property owner.
- ❖ **Prepare Lease & Guide:** You and your tenant will be guided through the signing of the lease for your property.
- ❖ **Lease Packet:** We create and provide you with an electronic lease packet which includes:
 - Rental lease and supporting documents.
 - Applications, credit reports and income verification.

Sunset Property Management charges a tenant placement fee of ½ of one month's rent (Min \$950). There are no Advanced Fees due. The commission is earned when a lease is signed and a tenant occupies your property.



Frequently Asked Questions Leasing Procedures

HOW DO YOU SCREEN AND QUALIFY TENANTS?

Below, please find our in-depth process for screening and qualifying tenants and what is expected from the applicants.

APPLYING: We do not charge an application fee. Applying is FREE! Applicants can apply online at: <https://www.sunsetspm.com/apply> and fill it out carefully with as much information as possible. Some things to note:

- ❖ We do verify applicant's current rental history & employment information provided in the application.
- ❖ Every person planning on living in the home over the age of 18 must also fill out an application and complete a credit/background check.
- ❖ If cosigners are allowed for a certain property they will need to also fill out an application and go through this same process as well.

INCOME & CREDIT QUALIFICATIONS: All tenants must bring in at least three times the rent in earned income (combined). These are the forms of income we accept:

- ❖ We do not accept cosigners.
- ❖ Gross income.
- ❖ Liquid assets (cash in the bank).
- ❖ Income and assistance vouchers (Section 8 & others).
- ❖ School financial aid, loans, and BAH.
- ❖ Must have a debt to income ratio below 32%.
- ❖ Prospective tenant(s) must earn 3 times the rent in a combined total.
- ❖ Must have a good credit score/history.
- ❖ A credit check is required and is done through TransUnion. *(They charge \$30 per application. We receive no funds from this.)*

PROOF OF INCOME: The types of documents you can use are good CLEAR digital photos and/or PDF files (for instructions click here) or scanned photos of any one of these:

- ❖ Two most recent pay stubs from applicant's job or LES statements.
- ❖ Letter from HR stating how much applicant will be making.
- ❖ Last 3 months of bank statements showing deposits made.
- ❖ If applicant is a student they may also send in scanned documentation from financial aid, school grants, or loans showing how much they will be receiving.
- ❖ Section 8 & other housing vouchers are accepted as a form of income, however, the applicant's income qualifications remain 3 times the rental rate.



Frequently Asked Questions

Financials & Reports

DOES SUNSET PROPERTY MGMT. & REALTY OFFER AN ONLINE OWNER/TENANT PORTAL?

Yes, the majority of our Tenants pay their rent online. They can also submit maintenance requests, general questions, view their HOA documents, lease documents and other property related forms via their Tenant portal. The Owner portal is a cloud based platform where we publish monthly financial statements. Owners can also send us money for repairs and download important documents such as financial reports, billing statements, maintenance notes and lease data.

CAN TENANTS MAKE RENT PAYMENTS BY CHECK, CASHIER'S CHECK OR MONEY ORDER?

Yes, we do accept rent by check, cashier's check and money order. Only about 10-15% of our Tenants pay this way. We have an in-office bank certified check scanner to process these payments in-house.

WHEN IS RENT DUE? WHAT HAPPENS IF THE TENANT DOES NOT PAY?

Rent is always due on the 1st of the month. We offer a 2 day grace period. If rent has not been received by the 3rd of the month we will contact the tenant. Many times, the Tenant's online payment is processing or the payment is in transit by the USPS. If rent is not received by the 5th of the month we will post a 3-day notice to pay or quit and charge a 6% late fee. If rent has not been collected before the 3-day pay or quit expires we will contact you to go over options, either begin the eviction or work out a deal with the Tenant.

If we do not receive the rent after the 3-day notice is up, our Owners are notified. We will give you our recommendation on how to best proceed. Options include moving forward with the eviction process or working out a deal with the Tenant.

WHO HOLDS THE SECURITY DEPOSIT?

Sunset Property Mgmt. & Realty holds the tenants' security deposit in the Brokers' trust account until the Tenant's move out repairs are completed and/or damages are accounted for. The security deposit must be returned to the Tenant within 21 days of their move out date.

CAN YOU PAY MY MORTGAGE, HOA, AND OTHER BILLS?

Yes, the following are examples of the types of bills we pay: Water utilities, gas and electric utilities, property tax bills, insurance premiums, landscaping, pest control, cleaning and hauling, appliance repairmen, vendors, electricians, plumbers, contractors and more.

We do not pay mortgages or HOA bills. Included with your Mgmt. service fee, we will pay your other bills using the property reserve or property income.



Frequently Asked Questions Financials & Reports

WHY SHOULD I ELECT TO ADD SUNSET PROPERTY MGMT. & REALTY AS AN ADDITIONAL INSURED TO MY RENTAL DWELLING OR LANDLORD INSURANCE POLICY?

Most major insurance carriers that provide rental dwelling and landlord property insurance policies will indemnify and defend Sunset Property Mgmt. & Realty if legal action were brought against Sunset Property Mgmt. & Realty or its independent contractors. As additionally insured, the Landlord/Owner’s insurance company would defend Landlord and Property Manager equally. If a Landlord is sued by a tenant or vendor for an injury on their property, a property owner’s insurance company would defend them legally. Your property manager should have the same layer of protection.

The alternative is that Sunset Property Mgmt. & Realty would have to ask that our insurance carrier defend us legally. When you have one attorney representing the Tenant, one attorney representing the Landlord/Owner and one attorney representing the Property Management Company, the time, cost and complexity of the legal situation increases drastically. It is better to have one attorney on the team for both the Landlord/Owner and property manager to save time, money and aggravation.

WHAT TYPES OF REPORTS ARE AVAILABLE TO PROPERTY OWNERS IN THE ONLINE/INTERNET PORTAL?

These are just a few of the most often viewed reports by property owners

FINANCIAL REPORTS	
Cash Flow Statement	Changes in cash by property during a specified time frame
Income Statement	Income and expenses by property during a specified time frame
Property Statement	Beginning and ending cash balances by property during a specified time frame
Rental Owner Ending Balances	Rental owners’ ending asset balances, including property reserves and held liabilities by property as of a specific date
Vendor Ledger	Bills and payments charged to specific vendors during a specified time frame
RENTAL REPORTS	
Current Tenants	Current tenants by property
Delinquent Tenants	Tenants with outstanding ledger balances as of a specific date
Leases Ending	All leases that will end during a specified time frame
Leasing Agent	All draft leases activated during a specified time frame by property and leasing agent
Rent Paid	Rent balance due by property and tenant <i>ie</i> : lease date, recurring charges, credit, previous payments and previous balances
Rent Roll	Rent balance due by property and tenant <i>ie</i> : lease date, market rent, recurring rent, credit and deposits held



Frequently Asked Questions Financials & Reports

WHAT TYPES OF REPORTS ARE AVAILABLE TO PROPERTY OWNERS IN THE ONLINE/INTERNET PORTAL?

Continued from previous page

RENTAL REPORTS CONTINUED	
Tenant Statement	Tenants' charges, credits and payments by property during a specified time frame
Unit Listings	Rental listings by property
Renters Insurance	All insured units
Event History	Saved event history by property during a specified time frame
Vacant Units	Vacant units by property
TRANSACTION	
Bank Transactions	A bank account's detailed transaction history by property during a specified time frame
Check Details	Check details by bank account during a specified time frame
ePay Activity	Electronic fund transfers (EFTs) by bank account during a specified time frame
Retail Cash Activity	Retail cash transfers by bank account during a specified time frame
Scheduled EFTs	Next scheduled electronic fund transfers (EFTs) by property
Transaction Details by Account	Debits and credits for a general ledger accounting during a specified time frame
Unpaid Bills by Property or by Vendor	Unpaid bills and unused credits by property as of a specific date
TASK	
Completed Tasks	Completed tasks by property, assignee and task type during a specified time frame
Open Tasks	Open tasks by property, assignee and task type during a specified time frame
Work Orders	Work orders by property, assignee and task type during a specified time frame
Event History	Saved event history by property during a specified time frame

WHAT IF I HAVE A QUESTION ABOUT MY MONTHLY STATEMENT OR ANNUAL STATEMENTS?

We typically direct our clients to their owner portal where they can view detailed notes and numerical totals of income/expenses, cash flow, bank transactions, check details and more. Specific questions can be answered by our licensed property managers. You are more than welcome to reach out to us anytime with your questions to our email: info@sunsetspm.com or call (619) 739-1883 to get your questions answered as soon as possible.



Frequently Asked Questions Maintenance, Vacant Turns & Remodels

WHO PROVIDES AND PAYS FOR A GARDENER?

If your property has a licensed, insured gardener we will work with them and pay them from the property income. If you do not currently have a licensed insured gardener, you may talk to us about our trusted vendors.

WHO PROVIDES AND PAYS FOR A POOL SERVICE TECHNICIAN?

If your property has a licensed, insured pool service technician we will work with them and pay them from the property income. If you do not currently have a licensed insured pool service technician, you may talk to us about our trusted vendors.

HOW ARE REPAIRS HANDLED?

In most cases, repair requests are submitted by a Tenant through our online tenant portal system. The portal system allows Tenants to submit work orders and make requests by providing a written description of the issue or repair. The system also allows our Tenants to upload photos that enable our repair technicians to make assessments and source parts before traveling to the property. Tenants can also track the status of their request online.

When a request is initiated by a Tenant, our Maintenance Manager will assess the situation and assign the job a priority. The request may require immediate attention, but in many cases, we can trouble shoot the issue with the Tenant and find out better how to make the repair and which technician to send. We strive to schedule our repairs the same day or the following day after the request is received by sending a work order to one of our maintenance technicians and/or trusted vendors.

Sunset Property Maintenance or one of our Vendors will complete any repair under \$200. Larger repairs over \$200 require written Owner approval in most cases: this process allows the Owner to provide direction and feedback and assist in the approach and costs management related to repairs. Exceptions to the \$200 or more notification relate to emergency maintenance and habitability issues or any cases where we have to act quickly to mitigate harm to Tenant, damage to property and primarily to protect our Owner's best interest.

WHAT MISCELLANEOUS FEES COULD I BE CHARGED FOR THE MANAGEMENT OF MY PROPERTY?

Lock and knob re-key between tenants, professional photography and 'for rent' yard signs, depending on the style. For major agreed to repairs and insurance claims in excess of \$1500, a 15% project management fee will be assessed.



Frequently Asked Questions Maintenance, Vacant Turns & Remodels

CAN A PROPERTY OWNER USE THEIR OWN CONTRACTORS?

Yes, you may use your own contractors. Andrew D. Grinnell, Owner of Sunset Property Mgmt. & Realty, holds CA General Contractor License. Over the years he has worked with hundreds of contractors. From this experience, he can help select the contractor that fits your needs. The contractors we use provide quality workmanship and competitive pricing, so if the contractor selected by the owner is not up to par, then they will not be granted the work. Further, all contractors must be licensed, carry workers compensation insurance, general liability insurance, carry a CSLB bond, have at least 5 years full time experience in the industry, and provide 3 prior work-related references.

We are willing to try someone recommended by the property owner; this is often times how we find quality vendors and contractors to work with in the future. If you would like us to consider using your contractor, please provide us their contact information when you complete your Owner Information Sheet so we can meet with them at your property for a bid or proposal.

CAN AN OWNER DO THEIR OWN REPAIRS?

Yes, if the property is vacant, Owners can make repairs and coordinate with vendors to turn the property and make the vacant unit rent ready. An agreement must be reached in advance, guaranteeing the property will delivered by Owner to Management by a certain deadline date and in complete rent ready condition. We do not work with or alongside an Owner who is doing their owner vacant turn. We will ask that you do 100% of the work or leave the rent ready work to Sunset Property Maintenance and its trusted vendors. Once a lease is signed for the dwelling, we will require that we use only our preferred vendors so that we can guarantee that deadlines are met for move in dates.

HOW MANY BIDS/PROPOSALS DO YOU RECEIVE PRIOR TO MAKING REPAIRS?

Routine services and repairs should fall within a range of standard pricing that we have agreed to with our vendors. It is our years of on the job experience coordinating repairs and construction that allows us to know roughly what specific services should cost. In general, we do not need to get multiple bids for routine maintenance: carpet cleaning, small painting projects, small repairs, landscape cleanup and more. It is part of our management service to select the vendor that can do the best work at the best price.

For insurance claims, major renovation projects and repairs greater than \$1500 or capital improvement projects like replacing an AC unit or system, replacing a roof, large painting projects; 3 or more bids/proposals will be collected and reviewed by one of the licensed CA General Contractors in our office.



Frequently Asked Questions Maintenance, Vacant Turns & Remodels

DO YOU CONDUCT PROPERTY INSPECTIONS AND, IF YOU DO, WHAT CHARGE IS ASSOCIATED WITH THEM?

Yes, we inspect each property and all buildings 2 x annually. These inspections are what we call our Semi-Annual Maintenance Inspection or SAMI. Landlords are billed at the maintenance rate for these visits \$50/hour. We record each inspection in notation format along with photographs, if necessary. Work orders are generated from the inspection if need be and the items in need of repair are discussed with the property Owner, assuming they are going to total \$200 or greater.

DO YOU MARK-UP MAINTENANCE AND REPAIRS?

No, parts are not marked up. We do charge a straight rate of \$50/hour and pay the workers a lesser amount. The margin covers administration costs for preparing weekly payroll as well as insurance coverages like Commercial General Liability, Workers Compensation and Additional Employee & Non-employed vendor claims coverage costs.

WHAT IS YOUR RELATIONSHIP WITH YOUR MAINTENANCE VENDORS?

Sunset Property Mgmt. & Realty has a sister company, Sunset Property Maintenance which only provides maintenance for the properties that we manage. The maintenance technicians work for Sunset Property Maintenance only and are full time. Please see our trusted vendor list.

WHAT ARE THE STEPS IN TURNING OVER A UNIT?

Rekeying the home is the first thing you should consider when turning over the unit to a new tenant for various reasons such as security and more. Secondly, we find making sure all plumbing fixtures are not in need of service. Interior and exterior paint should be looked over. Check for normal wear and tear, which can be easily fixed with some touch-up paint. Maintenance of the property and appliance repairs/replacement might need to be looked into as well especially if it had been a long term tenant. Have a move in move out sheet prepared for the next tenant to mark down any damage or repairs that might've been missed when the first inspection happened. Now you are ready to have your property advertised and get your next tenant ready to move into your great looking, comfortable unit. We can help you with finding the right vendor for this service as we have a select few. Ask about this when you contact us about our San Diego property management services.



Frequently Asked Questions

Miscellaneous

MAY I REQUIRE A NON-REFUNDABLE DEPOSIT FOR CLEANING OR PETS?

No. California law states non-refundable deposits are illegal.

DOES SUNSET PROPERTY MGMT. & REALTY OFFER \$1250 EVICTION PROTECTION?

Yes, eviction protection is a guarantee that after passing our screening guideline, should the situation arise where the tenant needs to be removed through Unlawful Detainer or some other instrument of law, Sunset will pay for the first \$1250 in related expenses. All applicants are screened by Transunion for credit and criminal history along with rental and employment verification. We are confident that our tenant screening guidelines and processes are sound; as a result, we are able to choose highly qualified tenants. We do not offer eviction protection to a Landlord for Tenants that did not complete our screening approval process.

MY TENANT IS IN A LEASE AND I'M NOT HAPPY WITH THEM, CAN I ASK THEM TO MOVE OUT?

No, the tenants' lease agreement is a legally binding bilateral contract. If you and the Tenant agree on terms of an early lease termination, only then can a move out date may be determined.

DO YOU HAVE AN APP FOR TENANTS WITH SMART PHONES, TABLETS AND OTHER DEVICES?


Yes we do! One of the easiest ways for your tenants to pay rent is right in the palm of their hand. The system we use offers an Android and iPhone app as well as online portals you can access on your computers, tablets as well. Super easy to use and a great way for tenants to report maintenance issues, view their payment history, pay rent and set up other recurring payment. Tenants can also be kept in the loop as maintenance repairs progress so they know when to expect vendors to stop by and receive updates of in-process repairs.

CAN LEASE CONTRACTS AND PROPERTY MANAGEMENT AGREEMENTS BE SIGNED DIGITALLY?

Yes, primarily all agreements and associated documents are signed digitally using DocuSign which is signature software used by member of the California Association of Realtors (CAR). If a tenant or property owner has questions and/or would like clarification of the terms of an agreement or contract to be signed, we are happy to make an appointment in our office to sign in person.



Credentials



State of California
Department of Real Estate

Real Estate Broker License

Andrew D Grinnell

MAIN OFFICE ADDRESS
2321 MORENA BLVD SUITE F
SAN DIEGO, CA 92110

FICTITIOUS BUSINESS NAME
• SUNSET PROPERTY MANAGEMENT
• SUNSET REALTY

Donald R. McCutchen
Real Estate Commissioner

Identification Number: 01459299 Issued: April 21, 2019 Expires: April 20, 2023



State of California
Department of Real Estate

Real Estate Salesperson License

Nathaniel Alan Cornell

BROKER AFFILIATION
SUNSET PROPERTY MANAGEMENT &
REALTY
321 MORENA BLVD STE F
SAN DIEGO, CA 92110

Donald R. McCutchen
Real Estate Commissioner

Identification Number: 02007903 Issued: August 11, 2020 Expires: August 10, 2024



Credentials

STATE OF CALIFORNIA



CONTRACTORS STATE LICENSE BOARD

Pursuant to Chapter 9 of Division 3 of the Business and Professions Code and the Rules and Regulations of the Contractors State License Board, the Registrar of Contractors does hereby issue this license to:

SUNSET PROPERTY MAINTENANCE

Reassigned License Number 1028811

to engage in the business or act in the capacity of a contractor in the following classifications:

B - GENERAL BUILDING CONTRACTOR

Witness my hand and seal this day,
February 4, 2021

Issued July 10, 2017

Reissued February 3, 2021

David De La Torre, Board Chair

David R. Fogt, Registrar of Contractors

This license is the property of the Registrar of Contractors, is not transferable, and shall be returned to the Registrar upon demand when suspended, revoked, or invalidated for any reason. It becomes void if not renewed.



Testimonials – Yelp



“I've been using Sunset's property management for one of my condos going on 4 years now. I was a bit skeptical at first, since they're not the largest or well known, but what they lack in size, they make up for in quality.

For me, quality means:

- Keeping my fees down
- Keeping my tenant happy
- Quickly responding to support calls
- Solid end-of-year reporting
- Easy to work with

In all the above categories (and for the entire 4 years), Sunset gets my 5-stars”. – Mateo M.

“Andrew did a great job guiding the process from the get-go. We wanted to hold onto our house but had to move for work. I asked around about 1 year before we were ready to move and Andrew answered my basic questions and then called me back 6 months later (at my request). He then worked closely with us through the tenant selection process. The place was occupied within a days of our moving out! So far, so good!” – Jon B.

“Andrew and Nate are a great team. I drove down to San Diego to look at apartments and Andrew was very flexible in scheduling with me and educating me on the apartment I viewed. Nate was especially helpful in getting me and my roommate a place. My main goal of going down there was to find a place and sign that day. Achieved. Andrew and Nate are accommodating and patient, and not to mention are great communicators...responding to texts and emails promptly. I highly recommend this Sunset PM & Realty!” – Christianne K.

“I live out of town and have an apartment building in San Diego. When I became fed up with my old property manager I was referred to Sunset Property Management. They not only gave me superior service but they were able to quickly make small improvements and increase the rent by 10%. And guess what..... they charge LESS than my old manager! I STRONGLY recommend Sunset Property Management”. – Mike O.



Testimonials – Google



“We had decided about 7 years ago that we could no longer manage our Bay Ho rental from the East Coast and were most fortunate to meet Andrew after another broker was a no-show for a meeting. We couldn't be happier with Andrew and his entire team for the way they have managed our property! They are always responsive to the needs of the tenant while advising us and keeping us informed.” – Richard R.

“I have been renting for more than 8+ years and Sunset Property Management and Realty has been the BEST property management company! From the moment they took over our apartment complex everything has been extremely smooth, professional and quick to respond to inquiries. It is unbelievable how fast they get things done. Great communication skills and very proactive. I have been through a couple of property management companies throughout the years this is what property management companies should ASPIRE to become. Up to this day I am still in awe due to their superior services. Special thanks to Carrie and Greg for your services. Thank you Andrew for building such a great team!” – Armando M.

“Sunset did a fine job handling our condo for ~3 years. Found a stable and reliable tenant with whom we never had any issue. Rental rate was appropriate for the market and prep/maintenance was handled professionally. Would recommend to friends and use again. Thanks Andrew!” – Chris R.

“Amidst the throws of a global pandemic, Sunset Property Management and Realty has eased the somewhat intimidating task of finding a home, moving in, and acclimating into what makes a home yours. Along with providing a clean and beautiful space, they've been "on it" for any requests and repairs that we have asked about. Also, Mohammad, their on staff maintenance superman is AWESOME! Can and will literally fix anything! Highly recommend this group!” – Rachel S.

“Extremely content with the quality of service provided by the Sunset Property Management team; genuine and responsive professions. After my wife and I returned from our honeymoon, they quickly found us a rental property compatible with our future goals and expedited the approval process over the weekend. We will call on them for our future needs, whether as renters or home buyers, and highly recommend their business.” – Vincent U.