



# STARPOINTE REALTY MANAGEMENT

As a full-service property management company, we offer complete property management services that are guaranteed to save you money at every stage of the process.

Full Service  
Property Management



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# Welcome To StarPointe

**StarPointe Realty Management was established with the goal of providing unparalleled professional property management services for property owners and tenants.**

**Our duty is to protect the interests and investments of the homeowners as well as providing timely, quality and fair services for the tenants. We maintain our high standards by enacting firm but fair policies that are born from years of property management experience and strict adherence to the Texas Property Code.**

**Our diverse management team is standing by to assist homeowners and tenants alike with a streamlined management and leasing process. We look forward to serving all of your needs.**



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With StarPointe Realty Management, you get a full team of skilled professionals with the expertise to provide you with maximum return on your investment.

# Why StarPointe

**Choosing StarPointe Realty Management** means choosing professionalism and consistency. We have significant experience, which has allowed us to build out comprehensive processes and solutions for every scenario you may face as a property owner. Our goal is to gain your business and to keep it - by managing your property with integrity and excellence.

- ✔ Property marketing in one or more Multiple Listing Services (pushing your listing out to 80+ additional websites)
- ✔ Access to Show MoJo automated system, for 24/7 listing info & appointment booking (facilitating faster rent-time & less vacancy)
- ✔ ShowMojo lockboxes on vacant properties, allowing more showing flexibility
- ✔ In person and virtual walk-throughs for prospective tenants
- ✔ In-person property evaluations posted with photos to owner portal
- ✔ User friendly maintenance portal for tenants & owners via Property Meld application
- ✔ 24/7 answering service for emergency maintenance requests
- ✔ Residents Benefit Package (see insert attached)
- ✔ Asset Protect Insurance (\$100,000 minimum renter's insurance required for all tenants)
- ✔ 3rd party property rehabilitation/repair financing
- ✔ Full-time maintenance coordination department
- ✔ Full-time application processing department thoroughly screening all applicants
- ✔ Loaner A/C + refrigerator units provided to tenants at no cost to the property owner or tenant until items can be repaired or replaced
- ✔ Owner portal for access to owner/staff communication, property financials, property management and lease documents
- ✔ Owner payouts processed by the 10th day of each month via ACH
- ✔ Zero mark-up on all maintenance for owners & tenants
- ✔ Updated rental assessments completed each year, tracking current rental rates to maximize owner returns
- ✔ All invoices published to Owner Portal for full transparency
- ✔ Full evaluation of new properties, assessing any necessary repairs & facilitating their completion



## Eviction Guarantee

StarPointe Realty Management as per its management agreement with the Landlord/Owner will file all necessary documents with the appropriate Justice of the Peace Courts and represent the Landlord in all court proceedings related to evictions. If a tenant is approved and placed in a property by StarPointe Realty Management and that tenant requires eviction, StarPointe will cover all legal and court expenses on behalf of the Landlord up to \$2,000.00.

## Pet Damage Guarantee

In the event a Tenant pet that is fully screened by StarPointe Realty Management causes damage to the Landlord/Owner's property that exceeds the tenant deposit amount, StarPointe Realty Management will cover the additional costs of pet damage up to \$2,000.00. StarPointe Realty Management will charge tenant a non-refundable pet fee upon lease execution and will retain that fee upon lease termination. Any pet rent collected from Tenant will be paid monthly to Landlord.

# OUR SERVICES

We offer professional comprehensive property management for the following property types.

Single-Family

Multi-Family

Commercial

Community

## Our Standards



### Marketing

- Sign will be placed on your property
- Listing will be input into one or more Multiple Listing Services (MLS) and will them syndicate out to 80+ marketing sites
- In-office available rental information
- We maintain an extensive prospective tenancy database
- Weekly e-mails to area agents
- Social media marketing
- Licensed agents show our rental properties allowing valuable instant feedback and increased security
- Flexible and convenient secure showing boxes
- Properties rent quicker
- 24-hour Leasing/Contact lines



### Leasing

- Weekly report issued to Owners with updates regarding property interest
- Extensive applicant tenant checks (i.e. Criminal, Credit, Rental, Background, Employment & Income)
- Time and date stamped photos documenting property condition prior to commencement of lease & again at tenant move-out
- Full-time Leasing Coordinator that is also a seasoned real-estate professional



### Repairs & Maintenance

- Owners notified of repairs & maintenance
- When emergency repairs are required to be performed we will always act in your best interest
- Coordinate repairs & maintenance free of charge. No up-charges or markups
- Lawn irrigation, fertilization & maintenance is required
- Maintenance requests can be easily tracked from entry to completion
- Invoice payments can be made from rental trust account direct to vendor
- 24-hour Emergency Maintenance line



### Financial

- Zero-tolerance of rental arrears, continual daily contact with tenants if in breach
- Direct deposits to owner accounts
- Monthly account statements available to owners
- Annual 1099 form and statement sent electronically & by mail
- Regular routine evaluations conducted during lease term & a detailed summary along with photographs uploaded to portal
- Regular periodic drive-by evaluations conducted on properties



## Evaluations

- Owner Takeover
- Regular routine evaluations conducted & a detailed summary along with photographs emailed to you
- Regular periodic drive-by evaluations conducted on properties
- Property Evaluation upon tenant move-out



## General

- 24/7/365 Leasing Contact Center
  - ◆ Tenant turnover and the prospect of attracting the best possible tenants can be stressful to both property owners and property managers. We employ an industry-leading, technologically advanced lead-management system, working to ensure every call and email is answered, no exceptions. Highly trained professionals strive to deliver superior customer service with each call and email to never miss a potential tenant to lease your property.
- Clear & Transparent Owner/Tenant Portals
  - ◆ We deliver real-time, on-demand visibility to owners and tenants. Owners can view their complete portfolio information including ledgers, documents, and all communications, delivering a level of confidence and trust they will appreciate.

## NEW OWNER FAQ

01

### **Who will maintain the lawn while the home is vacant?**

We will have the lawn mowed as necessary and bill the owner's account. Lawns are checked by our leasing agent during showings.

02

### **How will utilities be handled?**

SPRM will turn on all utilities to conduct the takeover process and bill the owner's account.

03

### **When can I expect my first owner payout?**

This is based on the specific needs of your home & your account balance at the time of owner payouts which are completed by the 10th of each month.

04

### **How much will it cost to get my property leased?**

This will depend on repairs, cleaning, re-key, leasing fee and if your maintenance escrow has been paid.

05

### **When/how will I receive my 1099/year-end statement?**

These can be downloaded from your owner portal in Propertyware. 1099s will be mailed and sent electronically each year by the end of January.

06

### **What website do you use to advertise my home?**

One or more multiple listing services which syndicate to 80+ major websites and our website. Rental listings do not syndicate to Zillow due to their daily marketing fees.

07

### **Will I meet/approve the tenants before they move in?**

No, StarPointe Realty Management screens and approves all applicants based on federal fair housing standards and tenant information must be guarded to comply with federal privacy laws.

08

### **Who pays the HOA fees?**

The owner is responsible to pay these directly to the HOA

09

### **What if I receive an HOA violation?**

Please email a copy of the violation to [Rentals@starpointerealty.com](mailto:Rentals@starpointerealty.com) for us to address with the tenant and bill as necessary

10

### **How long will my home be on the market?**

This will depend on the marketed rental price and current market conditions.

11

### **Am I required to allow pets?**

You are not required - however, homes that accept pets typically rent quicker. Additionally, pet friendly homes are available for pet rent.

12

### **Can I refuse assistance animals?**

Unfortunately Federal laws prevent restricting assistance animals- however, we use a screening process to ensure the assistance animal is legitimate.

13

### **Can I use my own handyman to make any repairs?**

You can use your own vendors while the home is vacant by coordinating with our office.

14

### **Who do I call to clean the home once we vacate?**

We recommend allowing us to schedule the cleaning – however, if you wish to have the property cleaned prior please ensure the cleaning company performs all tasks on the owner move-out cleaning checklist which will be provided by our office

15

### **Is there a discount for multiple properties?**

Any discounts are determined by the Broker

16

### **What if my move-out date changes?**

Be sure to keep our office updated on any changes to the date

17

### **How can I get you keys after move out?**

Keys will need to be dropped off at our office. We have a drop box for after hours/weekends. Please label for easy identification.

18

### **When is my \$500.00 escrow fee due?**

This can be paid prior to vacating the home or will be deducted from the rent collected

## Next Steps...

### 01 Is your property vacant?

- If the property is ready for marketing photos those will be completed within the next 24 hours along with a FOR LEASE sign placed in the yard
- If the home is not photo ready, the following will be completed: issue owner takeover evaluation, create a list of necessary repairs, issue out to vendors, have the home cleaned and the carpet cleaned then complete marketing photos.
- After marketing photos are taken we will have your home listed on our website and the MLS which syndicates to 80+ additional websites.
- Showings will begin and we will inform you when we have an approved application and lease signing scheduled
- Should the home remain vacant for an extended period with little to no interest, we will consult with you to lower rent or address other issues that may be the cause

### 02 Owner Occupied?

- If the property is ready for marketing photos those will be completed within the next 24 hours along with a FOR LEASE sign placed in the yard.
- After marketing photos are completed we will have your home listed on our website and the MLS which syndicates to 80+ websites
- Showings will begin
- Should the home remain vacant for an extended period with little to no interest, we will consult with you to lower rent or address other issues that may be the cause.
- Once you vacate the property, submit all keys and openers to our office.
- A takeover evaluation will be completed, create a list of necessary repairs, issue out to vendors, have the home cleaned and carpet cleaned
- Once we have an approved application and scheduled lease signing, we will notify you

### 03 Tenant Occupied?

- We will need a copy of all leases, keys and security deposits
- We will notify the tenants of new management and grant them access to Property ware and Property Meld where they can contact us, pay rent, and submit maintenance requests.

# RESIDENT BENEFITS PACKAGE



StarPointe Realty Management offers special benefits to tenants. Our goal is to provide a first-rate experience for tenants by offering quality service and solutions for their lives.

## We offer...

### 01 Filter Delivery Service

- Helps residents save up to \$250/year and reduces the hassles of repairs

### 02 Credit Building

- We report every rent payment, so residents build credit. Average increases of 23 to 42 points in resident scores, so they can qualify for more and save hundreds. We can report up to the past 24 months for an immediate boost.

### 03 Resident Rewards Program

- Rent day is now rewards day. Resident will get cash, gift cards and exclusive discounts they can use to save up to \$4500/year on everyday expenses.

## 04 Limited Pest Control Services

- This will include up to four visits for limited pest issues. Terms and conditions apply.

## 05 Home Buying Assistance

- For residents who want to move onto homeownership, we'll help them get there!

## 06 Utility Connection Concierge

- One call sets up utility, cable, and internet services - and helps residents get the best promos & discount codes available.

## 07 Periodic Preventative Maintenance

- Landlord, Landlord's representative &/or approved 3rd party vendor(s) will perform preventative maintenance visits.

## 08 \$1M Identity Protection

- 1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson and a dedicated US-based identity restoration specialist.

## 09 24-Hour Maintenance Coordination Services

- Residents can report maintenance concerns outside of normal business hours via the online maintenance portal or by calling our 24-hour emergency line.

## 10 Premium ADD-ON: Asset Protection

- For an additional \$15/month residents can add insurance coverage to meet the \$100,000 liability requirement for the lease and includes \$10,000 of personal contents coverage.

*i. **Note:** Terms, conditions and deductibles may apply. Residents are instructed to read insurance documentation thoroughly.*