



## **Frequently Asked Questions**

### **What services do you offer as a property management company?**

We offer a comprehensive range of property management services, including tenant sourcing, rent collection, regular property inspections, maintenance coordination, lease enforcement, legal compliance, and detailed financial reporting. Our goal is to ensure your property operates smoothly, is well-maintained, and provides optimal returns.

### **What are your fees and how are they structured?**

Our fees are typically structured as a percentage of the monthly rent collected. The exact percentage depends on the property type and location of the property. We ensure full transparency and will provide you with a detailed breakdown before you commit to any services.

### **How do you find and screen tenants?**

We use a multi-step process to ensure we find reliable tenants. Our screening includes thorough background checks, credit reports, income verification, rental history, and criminal history screening.

### **How do you handle tenant complaints and maintenance issues?**

Tenant satisfaction is a priority for us. We have a 24/7 online portal where tenants can submit maintenance requests or complaints. Our team responds promptly to ensure any issues are resolved quickly, minimizing tenant disruption.

### **How do you handle rent collection and late payments?**

Rent is due on the first of each month and can be paid through multiple methods, including online payments for convenience. We send reminders to tenants before the due date and handle any late payments by enforcing lease terms. If necessary, we'll begin the collection process and explore options such as payment plans or eviction, as outlined in the lease agreement.

## **What is your process for lease renewals and rent increases?**

We review lease terms well in advance of the renewal date. We keep an eye on local market trends to ensure the rent is aligned with current market rates. When appropriate, we'll suggest rent increases, ensuring compliance with local rent control laws. We notify tenants ahead of time and follow a structured process for lease renewals and any changes in terms.

## **Can you provide detailed financial reporting?**

Yes! We provide comprehensive financial reports each month, including profit and loss statements, rent collections, maintenance expenses, and any other costs associated with your property. These reports are available through our online portal, giving you full transparency and access to real-time data.

## **How do you market vacant properties?**

We use a variety of marketing strategies, including online listing platforms like Zillow, Apartments.com, and local MLS systems. We also take professional photos, write compelling property descriptions, and use social media to attract a wide pool of potential tenants. Our marketing efforts are designed to minimize vacancy time and maximize rental income.

## **What sets your company apart from other property management companies?**

What sets us apart is our personalized approach and commitment to customer service. We believe in building long-term relationships with our clients and tenants, and we treat each property with the same care and attention as if it were our own. Our team is highly responsive, experienced, and proactive in managing every aspect of your property.

## **Contact us today for more information!**

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