



Montaña Vista Realty  
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Queen Creek, AZ 85142  
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Welcome to Montaña Vista Realty. We are so excited to have you come on board! We understand that there has been so much information given to you already that your head is probably spinning by now. Below we have outlined for you some of our most frequently asked questions and what you can expect working with Montaña Vista Realty. We hope it helps!

#### Owner/Client Expectations:

- Owners must provide all keys and remotes to the listing agent immediately. If we do not have keys, and have to track them down, it will only delay getting a tenant.
- Owners must understand that while the home is vacant and the listing agent is trying to find a potential tenant, the home must look at its absolute best. If landscaping maintenance is needed, the owner can expect to receive a courtesy call from the agent asking for funds to get this done.
- Owners must understand that all utilities should be on/activated while home is vacant and listed for rent. This keeps the shrubs/plants alive in the yard. And yes, people viewing the home do use the facilities from time to time.
- Owners can expect that all offers will be presented to them. Both the owner and agent have to live with whatever tenants are in the property. We want to ensure that both the owner and agent know exactly what types of people are living in the home. The agent will review the entire residential report from the applicant with you but please keep in mind that this report is confidential and cannot be given to you.
- Commissions are paid from tenant's rents and deposits. Owners should expect not to receive a rental check for the first month at least, possibly the second (depending on when the tenants move in).
- Owners can expect that their rental checks will be mailed no later than the 10<sup>th</sup> of every month. The property management agreement states that the checks will be mailed by the 20<sup>th</sup> of the month but my goal is to get them out prior to the 10<sup>th</sup>. Please keep in mind that this is under the assumption that the tenant pays their rent on time.

- Owners can expect to receive an Owner Statement on a monthly basis. It will be in the same envelope with the check. However, if for some reason the owner is not due to receive a check, the statement will still be sent.
- Owners can expect to receive an email every month if a rental check is not received by the due date. I will make every effort to let you know that I sent out an eviction notice to the tenant. Eviction notices will be sent out on the 4<sup>th</sup> of every month.
- Owners must understand that you will not always get courtesy call on all repairs. According to the property management agreement, the agent is allowed to make repairs up to \$200 without authorization from the owner. However, we always try to give a courtesy call/email letting the owner know that they should expect a repair deduction from their monthly rental check because of that repair. We do not like surprises and therefore we do not want you to have any. However, you must understand that because of unforeseen circumstances we may not always be able to call.
- Owners must provide me with at least a week's notice before coming to Arizona and wanting to see your rental property. According to the Landlord and Tenant Act, we have to give a 48 hour written notice prior to entering the property. Otherwise the tenant does not have to allow us access.

Please note: This document is a living document and is subject to change at any time. If this document does not answer all your questions, please feel free to contact me. I can be reached at (480) 244-6156.

Sincerely,

**Kimberly Ayers**

Kimberly Ayers  
Property Manager/Associate Broker