

# Property Management

## GUIDE



Single Family & Multi family



PRESENTED BY KOTY RAY



# Meet Koty Ray

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Single Family | Multi Family

At Ray's Realty Group, we do more than manage properties, we care for them as if they were our own. Our company was built on strong family values, founded with the belief that real estate should be personal, trustworthy, and rooted in genuine relationships. What began as a family vision has grown into a full-service brokerage and property management group, dedicated to serving our community with integrity and care.

With a deep understanding of the local rental market and landlord-tenant laws, we provide full-service property management designed to protect your investment, minimize vacancies, and create a smooth experience for both owners and tenants.

From professional marketing and thorough tenant screening to lease preparation, maintenance coordination, and detailed monthly reporting, we handle every detail so you don't have to. Our mission is simple: remove the stress from managing rental properties while maximizing your return.

At Ray's Realty Group, we believe in open communication, transparency, and treating every property as if it were part of our family legacy. By combining industry expertise with a hands-on, personal approach, we deliver consistent results and long-term peace of mind. Whether you're a first-time landlord or a seasoned investor, we're here to provide expert guidance and personalized service every step of the way.





Welcome

Welcome, and thank you for considering **Ray's Realty Group** to support your rental goals. What started as a family vision has grown into a company rooted in trust, hard work, and personal care. Whether you're a first-time landlord or managing multiple properties, our mission is to make your rental journey simple, stress-free, and rewarding.

Inside, you'll find an overview of the services we offer, what to expect from start to finish, and how our team works to protect your investment while maximizing your return. At Ray's Realty Group, we treat every property as if it were part of our own family legacy, because to us, this business isn't just about real estate, it's about people, relationships, and long-term success.

We appreciate your interest and look forward to the opportunity to partner with you in achieving your goals.

# Why work with a Property Manager?

Managing a rental property takes more than just finding a tenant, it requires time, knowledge, and a proactive approach. At Ray's Realty Group, we combine professional expertise with family values to provide peace of mind and a proven system designed to protect your investment.

Here's what you can expect when partnering with us:

## ✦ Saves Time and Reduces Stress

No more late-night maintenance calls, endless follow-ups, or piles of paperwork. Our team handles the details so you can focus on what matters most.

## ✦ Professional Tenant Placement

Through a strong screening process, we secure reliable, responsible tenants who treat your property with care and pay on time.

## ✦ Legal Compliance

We stay current on landlord-tenant laws and fair housing regulations, helping you avoid costly mistakes and minimize risk.

## ✦ Maintenance Coordination

Repairs are handled promptly and professionally, protecting the condition of your property and maintaining positive tenant relationships.

## ✦ Clear Financial Tracking

With monthly reporting, income summaries, and a secure owner portal, staying informed and organized has never been easier.

At Ray's Realty Group, our goal is simple: make property management stress-free, transparent, and profitable, while treating every home as if it were part of our own family legacy.



# Rays Realty Group



# Services Overview

At Ray's Realty Group, we know every property is unique, which is why our services are designed to be flexible and tailored to your specific needs. From start to finish, we provide full-service management with the care and attention we'd give to our own family's investments.

## **Marketing & Tenant Placement**

High-quality listing photos, syndication to major rental platforms, and targeted advertising to attract the right tenants quickly.

## **Tenant Screening & Lease Preparation**

Thorough credit checks, income verification, rental history review, and customized lease agreements to protect your investment.

## **Rent Collection**

Automated reminders, secure online payment options, and late fee enforcement to keep your cash flow consistent.

## **Maintenance Management**

24/7 emergency response, vendor coordination, and repair tracking to keep your property in top condition.

## **Move-In / Move-Out Inspections**

Detailed walkthroughs with photo documentation and condition reports to ensure accountability.

## **Owner Reporting**

Monthly income and expense summaries, tax-ready statements, and portal access so you're always informed.

At Ray's Realty Group, we make property management simple, stress-free, and profitable, while treating every property as if it were our own.

# Rental Process Timeline

Renting out your property doesn't have to be overwhelming. Below is a simple breakdown of the steps involved from initial preparation to tenant move-in. While timelines may vary slightly depending on market conditions and property readiness, this gives a general idea of what to expect.

Step	Description
Property Preparation	Completion of the owner checklist, scheduling professional cleaning, and taking listing photos.
Listing & Marketing	Your home is listed on the MLS, Zillow, Realtor.com, and other platforms. Marketing begins immediately.
Tenant Screening	Once applications are received, I handle background checks, income verification, and reference calls.
Lease Signing	Qualified applicant signs the lease digitally or in person. Security deposit and first month's rent are collected.
Move-In Coordination	Final walkthrough, key exchange, move-in inspection, and tenant welcome.



# Owner's Checklist

Before we market and place tenants in your home, here's what we recommend every property owner completes to ensure a smooth transition and great first impression:

- ☐ **Professional Cleaning** – Interior surfaces, floors, appliances, windows, and bathrooms
- ☐ **Safety Compliance** – Working smoke detectors, CO alarms, secure locks, and visible exit routes
- ☐ **Functional Systems** – HVAC, electrical, plumbing, and hot water systems are all tested and in working order
- ☐ **Locks & Keys** – All doors have functioning locks with keys provided for tenant and manager
- ☐ **Appliances & Utilities** – All kitchen and laundry appliances are operational and clean; utilities are active for showings and inspections

You can also include:

- ☐ Leave extra air filters
- ☐ Provide manuals or instructions for complex systems
- ☐ Label shut-off valves and breaker panel clearly





# and Repairs

Keeping your property in excellent condition is one of the most important ways to protect your investment and ensure tenant satisfaction. At Ray's Realty Group, we take a proactive approach to maintenance, balancing quick response times with cost-effective solutions.

## 24/7 Emergency Maintenance

Tenants have access to a dedicated emergency line for urgent issues such as water leaks, electrical hazards, or HVAC failures, ensuring problems are addressed immediately.

## Non-Emergency Repairs

Tenants can conveniently submit maintenance requests online. Each request is reviewed to determine responsibility (tenant vs. owner), and you'll be notified if your approval is needed for any repair.

## Trusted Vendor Coordination

All repairs are managed by licensed, insured contractors we know and trust. If you have preferred vendors, we're happy to work with them to ensure consistency and quality.

## Repair Reserve Fund

To prevent delays, a maintenance reserve of \$300 is held per property for routine repairs. This amount is fully customizable based on property size and your preferences.





# Rent Collection and Payment Terms

A consistent rent collection process ensures steady cash flow and helps prevent delays.

## **Due Date & Late Fees**

Rent is due on the 1st of each month. A late fee is applied after the 5th day of the month if payment is not received.

## **Payment Methods**

Tenants can pay rent online through a secure portal, with options for automatic payments, debit/credit cards, or bank transfer (ACH).

## **Owner Disbursements**

Rent proceeds are typically disbursed to owners between the 10th and 15th of each month, depending on when funds clear.

## **Owner Portal Access**

You'll have 24/7 access to an online owner portal to view statements, track payments, and download year-end financial reports.





# Eviction & Legal Compliance

While eviction is rare with proper screening, it's important to have a legal and efficient process in place when necessary.

## Handling Non-Payment

Late fees are applied according to the lease terms. If rent remains unpaid beyond the grace period, a formal notice is issued, and legal action may follow.

## Notice & Court Filing Timeline

Notices are served in accordance with local law (typically after the 5th of the month), and court filings may occur as early as the 10th if rent is still unpaid.

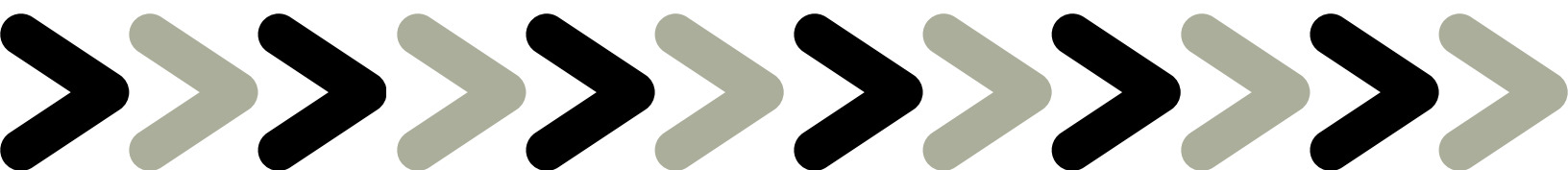
## Eviction Coordination

In the event of continued non-payment or lease violation, we handle all necessary court filings and may coordinate with a local attorney as needed. This includes obtaining a Warrant of Restitution and managing the lockout process if required.

## Legal Compliance

We stay up to date with landlord-tenant laws to ensure all notices, filings, and processes are fully compliant with local and state regulations.

*Disclaimer: This section is intended for informational purposes only and does not constitute legal advice. Always consult a qualified attorney for legal matters in your jurisdiction*





# Management Issues

Even with great tenants and a solid lease in place, issues can arise from time to time. A proactive property manager helps handle these problems quickly and professionally:

## **Maintenance Delays**

Scheduling with vendors and tenants can take time, but clear communication helps keep things moving.

## **Late Rent**

Missed payments happen, having a set process for reminders and follow-up protects your cash flow.

## **Lease Violations**

Issues like unauthorized pets or guests are addressed through routine inspections and prompt communication.

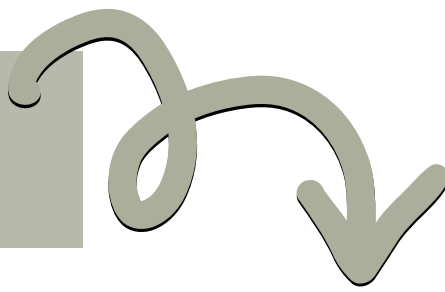
## **Turnover & Vacancy**

Strategic renewals and good marketing help reduce downtime between tenants.

## **Communication Gaps**

Misunderstandings are avoided with proper tracking, updates, and clear records.

# FAQs



## **Do I have to approve every tenant?**

Most property managers allow you to approve the final applicant based on screening results, but you can also choose to leave that entirely in the manager's hands.

## **What happens if a tenant doesn't pay rent?**

Late fees are applied according to the lease. If payment isn't received, formal legal notices are sent, and eviction may be pursued through the local court system.

## **Can I use my own repair vendors?**

Yes, most managers are happy to coordinate with your preferred contractors if they meet licensing and insurance requirements.

## **What's included in the monthly management fee?**

Typically, it covers rent collection, communication with tenants, maintenance coordination, financial reporting, and inspections. Leasing fees are usually separate.

## **Do you handle security deposits?**

Yes. Deposits are collected and held in a compliant escrow account and returned (minus deductions) according to local laws after the tenant vacates.

## **How long will it take to find a tenant?**

Most homes lease within 1–3 weeks depending on market demand, pricing, and condition of the property.

## **Can I cancel the agreement if needed?**

Most agreements renew annually and include a clause allowing either party to terminate with written notice—usually 30 to 60 days.





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