

OWNER'S GUIDE

www.BluefaxPM.com
(210)695-8252

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Important Contact Information

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After Hours Emergency Maintenance
(210)695-8252 Option 2

Owner's Portal
www.BluefaxPM.com/Owners

Mailing Address
Bluefax Property Management
10730 Potranco Rd., 122-131
San Antonio, TX 78251

**THE TEXAS REAL ESTATE COMMISSION (TREC) REGULATES
REAL ESTATE BROKERS AND SALES AGENTS, REAL ESTATE INSPECTORS,
HOME WARRANTY COMPANIES, EASEMENT AND RIGHT-OF-WAY AGENTS
AND TIMESHARE INTEREST PROVIDERS**

**YOU CAN FIND MORE INFORMATION AND
CHECK THE STATUS OF A LICENSE HOLDER AT**

WWW.TREC.TEXAS.GOV

**YOU CAN SEND A COMPLAINT AGAINST A LICENSE HOLDER TO TREC
A COMPLAINT FORM IS AVAILABLE ON THE TREC WEBSITE**

**TREC ADMINISTERS TWO RECOVERY FUNDS WHICH MAY BE USED TO
SATISFY A CIVIL COURT JUDGMENT AGAINST A BROKER, SALES AGENT,
REAL ESTATE INSPECTOR, OR EASEMENT OR RIGHT-OF-WAY AGENT,
IF CERTAIN REQUIREMENTS ARE MET**

**IF YOU HAVE QUESTIONS OR ISSUES ABOUT THE ACTIVITIES OF
A LICENSE HOLDER, THE COMPLAINT PROCESS OR THE
RECOVERY FUNDS, PLEASE VISIT THE WEBSITE OR CONTACT TREC AT**



TEXAS REAL ESTATE COMMISSION

P.O. BOX 12188

AUSTIN, TEXAS 78711-2188

(512) 936-3000

Things to Know Before Working With Us

Rent

Rent is always collected on the 1st of the month. It is late on the 4th.

Security Deposits

We have engaged Rhino Insurance to issue Security Deposit Insurance to each tenant. This policy takes the place of a traditional security deposit.

The tenant pays an annual amount directly to Rhino to cover their security deposit commitment to us. In the event there is damage at move out, we submit an invoice to Rhino and are paid within 48-72 hours.

This policy has had several net positive effects:

- Applications have INCREASED which helps reduce days on market
- Reduced Liability for large amount of deposits on hand
- Reduced Administration and Accounting for a large number of deposits

If you would like more information on this, visit SayRhino.com

Bills & Invoices

Bills & Invoices are typically paid out by the 8th of the month. If there was a large repair during the month, and the rent collected plus the available reserve funds on hand will not be enough to cover it, we will ask that you log in to your owner's portal and make a deposit.

In the event we ask you to pay an additional amount, it will have been discussed during the repair process. This is typically New AC Systems and Other Large Repairs, so it won't come as a surprise.

Owner Payments

Property Owners are typically paid on the 10th of the month, give or take holidays and weekends. Payments are processed via ACH Payment directly to a bank account.

Fair Housing Laws

We follow ALL Fair Housing Laws and we cannot discriminate based on Race, Color, National Origin, Religion, Sex, Familial Status, Handicap or other classes that may be added.

Property Visits

Owners may not visit the property once it is occupied by tenants. This is to prevent accidental confrontations or fair housing violations during the course of the visit.

For tenant safety, owners are not given a copy of the property keys. We maintain Key Security, and change the keys between tenants per the Texas Property Code. In the event of an incident, we need to be able to say across the board what the policy is, and that the owners do not have access.

It Really Happened!

A property owner decided to 'stop by and inspect their house' while they were in town. Without notice. The tenant noticed a stranger in their yard, and called the police, as they should have. The Property Manager happened to be driving by and noticed the commotion. They identified the person as the Property Owner.

The Property Owner was arrested for Trespassing.

Applications

We process applications on a first come, first serve basis. The applicants either qualify or they don't, and then we move to the next one in line.

This is for several reasons, but the primary reason is to prevent possible discrimination claims.

Pools

We do manage homes with pools, and there is a small fee to cover the additional time and liability incurred.

Pool owners are required to maintain a service contract with a professional pool company for the duration of management. Since the pool represents a large investment, we will not entrust that to renters to take care of for you.

Appointments

With today's technology, we are able to operate virtually and are happy to schedule face to face meetings at your property or online with tools such as Zoom or Messenger.

Why Choose Us?

Key Features of Our Plans

- Single Point of Contact
- Monthly Proceeds Paid via Direct Deposit (ACH Transfer)
- Owner Documents / Reports Available 24/7 via Owners Portal
- Online Maintenance Request and Trouble Shooting Platform for Tenants

Reduce Your Liability

- Third Party Property Condition Reports with Photos
 - Test smoke alarms with actual cans of smoke
 - Take photos of the property condition
 - Replace expired and faulty smoke alarms
- Third Party Animal Screening Process
 - Protects you from potential service animal discrimination claims
 - Helps filter out fake service animal claims
- Aggressive Breed List Maintained reducing your insurance liability and risk
- We Use Standardized State Association Agreements
 - Using State Association Forms can help reduce your risk
- Standard Process for ALL Applicants
 - Reduces claims for Bias
 - Increases Tenant Satisfaction which Reduce Turnovers Saving You Money
- Best Practices
 - We consistently seek best practices so you don't have to
 - We maintain memberships in Chapters and Forums to stay abreast of current trends
 - Active Members of
 - National Association of Residential Property Managers (NARPM)
 - Texas Association of Realtors (Texas Realtors)
 - National Association of Realtors (NAR)
 - San Antonio Board of Realtors (SABOR)
 - Designations earned
 - Graduate Realtor Institute (GRI)
 - Military Relocation Professional (MRP)
 - Texas Residential Leasing Specialist (TRLS)
 - Shortsale and Foreclosure Resource (SFR)
 - Texas Affordable Housing Specialist (TAHS)

Scope of Service

Initial Property Condition & Make Ready

Property should be Rent Ready when Bluefax PM takes over management of the property. If work needs to be completed, we are happy to share our vendors contact info with you as well as the guidelines for the condition the property should be in.

If we take over a property that is not 'Rent Ready', we are happy to bring it up to standard.

If the only thing the unit needs is the locks / smoke alarms brought up to code, we simply pass along the cost for these items. For homes that need painting, flooring and other repairs, our fee for overseeing this type of work is 10% of the cost of the work. This is to cover the additional time and trips to coordinate vendors and oversee work.

Personal Property

Once accepted for management, the home should be free of all personal property. This includes the garage, attic and sheds.

Appliances

Bluefax PM requires a stove/oven to be installed, and if there is a space intended for it, a dishwasher. Appliances must be in a clean, presentable and working condition. Refrigerators and Washer/Dryers are not required. They do help get a unit rented though. If these items are installed, they need to be in clean, presentable and working condition. If supplied, owners will be responsible for maintenance on these items as well.

Lease Signs

Bluefax PM will install a 'For Lease Sign' on your property. This sign is designed to be compliant with the Texas Real Estate Commission Guidelines on advertising. Please do not alter or remove the sign. The sign will stay in place until a tenant has been secured

Advertising

Bluefax PM will advertise your home on major websites and with our vast network of agents.

For Equal & Fair Housing Compliance, we insist that owners do NOT advertise their homes on their own ‘to help us out’. This causes confusion and could lead to a Federal Fair Housing Complaint.

Collect Deposits

We collect security deposits IN FULL before allowing anyone to move in to a property. Funds must be in a Certified Funds (Cashier’s Check / Money Order). To comply with the Texas Property Code, we maintain a separate account just for Security Deposits, as this money is actually the tenants. At move out, if damages are incurred, we assess the actual damages and return any leftover amount to the tenants within 30 days along with a full accounting of any monies withheld per Texas Law.

Collect Administrative Fees

Bluefax PM from time to time may collect administrative fees from tenants. These fees are retained by Bluefax PM per the management agreement to offset their Expense.

Examples of these fees include: Late Fees, HOA Violation Notices, Early Termination, Mailing Certified Notices, Application Fee, Administrative Fee, Etc.

Reporting Payment Patterns

Bluefax PM at its sole discretion may report the payment patterns of tenants to credit reporting Agencies.

Maintain an After Hours Emergency Repair Phone Line

Bluefax PM will maintain a phone for emergency repair reporting.

This line is available 24/7. During normal business hours, this line may be answered by Bluefax PM Staff.

After hours / weekends / holidays, this line will be staffed by a vendor specializing in troubleshooting and coordinating vendors with emergency repairs.

Submit Listings to MLS and Others

Bluefax PM maintains membership with the San Antonio Board of REALTORS.

Your listing will be submitted to the MLS within 2 business days.

We require the home to be Rent Ready before listing. This allows for us to take good photos, and schedule showings that will make a good first impression. We also maintain other software subscriptions.

Your listing will be syndicated to a variety of rental sites.

Place a Lockbox on the Property

Bluefax PM will place an electronic combo box on your property for easy showing access. Our boxes are accessed by members of the San Antonio Board of REALTORS and by individuals that have uploaded an ID online for self serve showings.

Self serve showings are given a one time use code only good for the day of their appointment.

Authorize Other Brokers & Their Agents to Show

Bluefax PM fully cooperates with Other Brokers to act in our clients best interest of getting our homes leased as fast as we can.

We offer competitive commissions to these agents to attract them and their rental clients to our units.

Employ Scheduling Companies

In order to best serve our clients, we have engaged with an online showing service to allow agents and individuals to schedule showings of your property. This ensures that any appointment opportunity is not missed.

We also use self scheduling tools to allow prospective tenants to tour vacant homes at their convenience using a one time code. This helps us get your unit rented sooner.

Process Applications & Verify Data Submitted

Tenants will submit applications online. We process their application, and make every attempt to verify the accuracy of their data, income, rental history, etc.

Once an application is approvable, we will inform you that we have an approved application, and the proposed terms.

In order to protect you from potential Federal Fair Housing Claims, we will not be able to provide you with credit scores, family status, etc.

Pets & Service Animals

We maintain a typical list of prohibited breeds.

For animal screening, we use a 3rd Party Provider to screen all of our animals. This includes any Service Animals or Emotional Support Animals (ESAs) as well.

Our provider is an expert on screening ESAs for fraud. Up to 1/3 of the tenants that submitted a claim for an ESA eventually converted that request into a regular pet application.

We can not deny a service or support animal, even if you have a 'No Pet Policy'.

Negotiate and Execute Leases

When Bluefax PM identifies a great tenant, we will notify them of approval and move forward with preparing the lease and getting it out for e-signatures.

In the event an applicant wants to negotiate, we will negotiate with them and present that to you, the owner for final approval. We will continue to accept applications until a suitable candidate is found.

Negotiate and Execute Extensions & Amendments

During the course of the lease, if something routine comes up that requires a change, and we are not able to reach you for a signature, we will prepare the proper form and execute it.

Most typical in this category is a tenant obtaining a pet during the term of the lease or a change in roommates.

We will inform you and ensure you receive a copy. This could also include lease renewals.

At 60 days or so before the end of the lease, we should be in touch regarding your intentions on renewing the lease or not.

Terminate Leases

If a tenant is not performing on their lease, or has other violations that they are not correcting, Bluefax PM, in their sole discretion may terminate the lease of a tenant.

We have to apply the rules evenly across all of our tenants to avoid potential Federal Fair Housing Claims.

Negotiate Favorable Terminations (Cash for Keys)

In the event we have to terminate a lease, we may choose to pursue what's known as 'Cash for Keys'.

This may entice a problem tenant to move out and leave the property in good condition. This would be an alternative to pursuing evictions and then the ensuing collections process.

Before proceeding, Bluefax PM will inform the property owner. The property owner will be responsible for the cost of the offer.

Collect Rents

Bluefax PM will maintain a separate bank account for collecting rent. Tenants are encouraged to pay rent online, though we will accept checks.

Before move in, we collect a Full Months Rent prior to move in. If the rent is to be pro-rated for a partial month, we will do the pro-rations during the 2nd month of the lease.

Rent is due on the 1st of each month and late fees are assessed on the 4th day. At this point, tenants will begin receiving system generated late notice emails on their tenant portal email.

If a tenant hasn't paid by the 7th of the month, a formal late notice is sent via email AND certified mail. This notice gives them 3 days to cure the breach.

If the rent isn't paid by the 10th, the formal 'Notice to Vacate' is served via email and certified mail.

From here, we begin the eviction process and notify an attorney to begin the process.

Evictions

Fortunately, we've only ever had to do a small amount of these. Once the notice is served, and the rent remains unpaid, we engage an attorney to file with the court for eviction.

We do engage an attorney that specializes in this area, and currently receive a professional discount unless there are extenuating circumstances. If the attorney has multiple cases at the same court & time, the fees are much less. If we are their only case, and the court is a long drive, the charges increase.

From a risk management standpoint, it is much more efficient to engage an attorney to protect your interest. Should a property manager make a simple procedural error in court, this could delay your eviction resulting in even more lost rent, and additional court fees.

Property Condition Reports

We stop by your property at several points in the process:

- Manager walk through periodically while the home is vacant.
- Move In Property Condition Report (at Bluefax PM Expense)
- Mid Term Condition Report halfway through lease (at owners expense)
- Manager Move Out Walk Through. Should damage be noted during the move out walk, an additional 3rd Party Report will be ordered at Tenant Expense to document the issues.

Reporting

We will Maintain Accurate Records.

We will File IRS Form 1099 Annually as required by the IRS.

We will Make Available Copies of all Leases, Invoices, Statements & Agreements (these are all available on the Owner's Portal)

Maintain a Portal for Routine Maintenance Requests

We maintain a Tenant's Portal to encourage better communication with our tenant's. Part of this portal is the ability to enter and track routine maintenance issues as they arise.

Maintaining The Home While It Is Vacant

When tenants vacate the house, utilities will be switched to Bluefax PM's account. We will also have the lawn serviced every other week, or as needed. Expenses will be paid from the owner's reserve account. If the balance becomes low, Bluefax PM will make a request for the owner to add funds.

Hire Contractors to Make Routine/Emergency Repairs

We maintain a pool of approved contractors for routine and emergency maintenance. These vendors know us, and respond to us when we call because we represent a large pool of business, not just a single account.

Bluefax PM cannot accommodate all requests to use a particular provider for your property, though we will listen to any extenuating circumstances. Having to keep track of a different A/C or Plumbing vendor for each property, and who to call when a need arises would be a logistical nightmare, and a recipe for failure.

We have established procedures with our vendors and billing accounts already arranged which work within our established processes.

For liability reasons, we cannot entertain using an owner, one of their family members or a neighbor for maintenance because 'they are handy'. This is also a major tenant safety concern as well.

We also cannot allow owners 'to stop by Lowes and Pick It Up for the 10% Military Discount'.

As part of being a Professional Property Management Company, your tenants have a certain expectation of how we handle repairs and who is allowed into their home. Please understand that there are several reasons behind this, to include potential Fair Housing Issues should an owner say something to a tenant while dropping the item off.

In the event of an emergency, or a habitability issue that exceeds the authorized repair limit, we may take steps at our discretion to ensure the tenant and property are safe, and back to a normal condition as soon as possible.

Example

A water heater bursts open on Friday Night, and there is water everywhere. We know the water extraction bill alone will exceed the \$500, and it's past midnight already.

- 1. We talk the tenant through turning off the water if they haven't already.*
- 2. We dispatch a plumber to stop the flow and repair the issue as soon as possible.*
- 3. We dispatch the water extraction vendor as well to prevent further damage to the property as well head off any Mold / Mildew problems.*
- 4. The following day during normal hours, notify the owner(s) once we hear back from the vendors with a situation report and any additional information available.*
- 5. Document and Followup with any additional actions needed to complete the repairs (such as flooring / drywall repair, etc.)*

AC Filters

To help enforce compliance with tenants changing the AC filters in the home, they are shipped directly to the property at tenant's expense. 1" filters are sent monthly (most common) and larger filters are shipped at their recommended intervals.

In the event your HVAC filters are in the attic, we will send a technician to change them. This is to reduce the increased liability you may face in the event a tenant has an incident in the attic.

Locks and Security Devices

We require that the property locks and security devices comply with the Texas Property Code Subchapter D., Security Devices., Paragraphs 92.151 - 92.170.

Essentially, each exterior door, which includes the door leading to the garage, needs a locking handle OR deadbolt installed, a viewing device of at least 160 degrees, AND a keyless deadbolt installed.

French Doors and Sliding Glass Doors have specific requirements for those installations.

For liability reasons, we depend on a licensed locksmith to ensure the locks are installed according to the specifications defined with Subchapter D of the property code.

Lawns, Shrubs and Trees

While the lease does require tenants to 'maintain' these items, anything other than simple cutting of the grass and weekly watering should be planned for.

If your HOA requires lawns to be kept 'weed free', we recommend a service contract with a company such as Tru-Green or similar service.

If your lawn has a lot of shrubs and bushes, your tenant may not have the experience or skills or desire to cut/trim them properly. Scheduling a landscaper for quarterly or semi annual service is a good idea for anything other than low maintenance landscapes.

Property Owner Frequently Asked Questions

How Do Owner Payments Actually Work?

1. Rent is collected on the 1st of the month
2. Funds typically clear the bank by the 6th or 7th
3. Bank Accounts are reconciled monthly, usually on the 7th
4. Management fees are deducted from the rent collected
5. All Vendor Invoices are typically paid by the 8th, and your Repair Reserve Account will be replenished at this time if required.
6. Owner payments are then initiated on the 10th, or the next business day if it falls on a weekend or holiday.
7. When the payment is initiated through our software, you will receive an email that it has been sent.
8. Depending on your bank, you will see the funds appear in your account anywhere from 1 to 5 business days, though 4 days is typical.

How Do I Get to the Owners Portal?

Go to: <https://bluefaxpm.com/Owners>

Where Can I Find My Owner's Statement?

In the Owners Portal, on the Right Side, you will see 'Reports'. Click there. The 'Rental Owner Statement' is the best report to use. Make sure you check the option to 'include transactions'.

Where Can I Find a Copy of my Documents and Leases?

All documents are kept in the Owners Portal for you. You'll see a link labeled 'Documents'. We keep anything that you have signed here such as leases, management agreement, etc.

How Do I Request Maintenance on my Property?

Let your property manager know what you'd like performed. Email is the best way. request and approval. A maintenance ticket will be entered on your behalf.

I see a Charge on my Statement. Where is the Invoice?

1. On the Financials tab in the portal, click the "+" symbol.
2. Click on the expense amount.
3. You should see a paper clip icon next to the amount, click the paperclip.

Do I get to Approve Tenants?

No. To protect us both from Federal Fair Housing Claims, all applicants go through our standard application process and are approved according to our written guidelines.

I Need a Copy of the Key. Where can I find it?

Owners are not permitted copies of keys to the property while it is occupied. When it is vacant, you can request access to the property. We do ask that you not remove or copy the key. Vendors may be coming/going and relying on that key being there.

Should you remove a key, and a vendor not be able to access the home because of it, you could have to pay the vendor's trip charge for a missed appointment.

Once all work is complete, the property will be rekeyed when the tenant(s) move in.

Do you Provide an IRS 1099 and Statement at the End of the Year?

Yes. We mail 1099s by January 31. Year End Statements are in the Portal at your convenience.

Will you Work with my Home Warranty Company?

The short answer is yes, we will work with warranty companies. While we do recommend Home Warranty's for Buyer's and Seller's, we don't recommend them for tenant occupied homes. Their work flow is set up to accommodate Owner Occupants, and not a Tenant/Property Manager workflow.

The best method is to ensure that we have the ability to submit requests online through their portal.

If we have to call into a Toll Free Number, and we are on hold for an excessive amount of time, we do reserve the right to call our preferred vendors. Yes, hold times can and often do exceed 1 hour.....

In the event our vendor discovers a high cost replacement item, like an AC System or Water Heater, we can revert to the warranty for replacement if it is cost effective for you.