



Landlord FAQs

Clear answers. Confident ownership.

1. Vacancy & leasing

When do you begin marketing?

As soon as we receive notice, we plan the next lease and begin marketing before move-out whenever access, condition and the current lease allow.

What is your typical vacancy period?

Our current estimate is **2-3 weeks for a properly priced, rent-ready property**. Condition, location, season and applicant demand affect timing; this is not a guarantee.

How do you set the rental price?

We recommend a price based on comparable rentals, condition and current demand, then review inquiry and showing activity with you. **You approve the asking rent.**

Do I pay a management fee while the property is vacant?

The percentage management fee is based on **rent collected**. No collected rent means no percentage fee. Authorized leasing, repair and other charges may still apply.

2. Owner access & communication

What reports and account access do I receive?

You have **24/7 owner-portal access** to available statements, income, expenses and supporting invoices. We can also provide specific reports as needed.

How large is your management portfolio?

We manage approximately **200 units across rentals and HOA communities**, including two associations. Most are residential, with some commercial properties; the total includes HOA homes.

How quickly do you respond to owners?

Our standard is **by the next business day** for routine matters. Emergencies receive priority.

How will I know a tenant is leaving or a property is vacant?

We notify you **by email when a tenant gives notice** and promptly when we confirm a vacancy. We move quickly while maintaining our screening standards.

2. Owner access & communication (continued)

When will you contact me immediately?

For urgent threats such as **fire, active flooding, serious safety issues or major property damage**. We act within our emergency authority and contact you as soon as practicable.

3. Tenant screening & selection

What screening do you perform?

We review **credit, income and employment, rental history, available landlord references and lawful background information**. Relevant court records may be verified when needed; a filing alone is not proof of wrongdoing.

What credit and income standards do you use?

Our usual credit benchmark is **620**. We also verify ability to pay, rental history and relevant background information under consistent written criteria. A score alone does not determine approval.

Who makes the final tenant decision?

You make the final decision with our recommendation, subject to fair housing law and consistent screening criteria. Borderline applications are discussed using documented facts, and required consumer-report notices are provided.

Can you manage a property with a Section 8 tenant?

Yes. We have experience with Housing Choice Voucher requirements and assist on a limited basis. We review the housing authority's paperwork, inspections and payment arrangements for your property.

Can I choose whether to allow pets?

Yes, for ordinary pets, subject to applicable rules. Assistance-animal accommodation requests follow fair housing requirements and are handled separately from pet policies and pet fees.

4. Rent, lease compliance & walkthroughs

How do you handle late rent?

We track unpaid rent, follow up and coordinate lawful lease enforcement. **Collected late fees are split 50/50** between you and Clavis when authorized by the lease and law.



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Your property. Your questions. Our plan.

4. Rent, lease compliance & walkthroughs (continued)

What happens if an eviction is necessary?

We discuss next steps and costs with you, coordinate required notices and provide records for the court process. **Eviction follows legal procedures**; legal representation and court costs are separate.

How do you handle lease violations?

We document the issue and give a warning or formal notice as appropriate. **Charges are assessed only when authorized by the lease and law**; serious or repeated issues are discussed with you.

How often do you inspect occupied properties?

We perform **at least one walkthrough each year**, generally during renewal. Maintenance staff also report visible concerns during authorized service visits. These are not specialist inspections.

5. Turnovers & maintenance

When do you inspect after move-out?

Promptly at move-out, with a pre-move-out walkthrough when practical and permitted. We document visible condition and identify needed work.

When will I receive a turnover scope and estimate?

Typically within one week, depending on the work, access and vendor estimates. Larger projects may require more time.

How long does it take to become rent-ready?

A typical turnover takes **1-2 weeks**. Repairs, materials, approvals and contractor availability can change the schedule.

Do you schedule work before the tenant leaves?

Yes, whenever practical. We plan and schedule early to reduce downtime, subject to lawful access and the final scope after move-out.

Do you need my approval for repairs?

Our standard nonemergency approval limit is **\$500 per incident**; larger work requires approval. Necessary emergency work may exceed the limit to protect people, essential services or property, as your agreement allows.

5. Turnovers & maintenance (continued)

Do I need a maintenance reserve?

Our standard reserve is **\$500 per property**, unless otherwise agreed. It remains your money and helps fund authorized expenses; you remain responsible for repair costs and replenishment.

6. Fees, agreements & getting started

What are your management and leasing fees?

Your agreement states one **agreed management percentage** of rent collected. Standard placement is **one month's rent**; a signed annual renewal is **\$300**. Other authorized charges are itemized in your agreement.

When do I receive my rental proceeds?

We send available owner funds by ACH after rent clears and authorized expenses, fees and reserves are accounted for. **Your agreement states the disbursement schedule**.

What is the initial contract term?

Our standard initial **management term is one year**. Your agreement states its dates and renewal terms; a separate leasing agreement has its own term.

How much notice is required to end management?

Our standard is **60 days' written notice**. Your signed agreement governs when termination takes effect, including any early-termination conditions and outstanding charges.

Can you take over an already-occupied property?

Yes. We review existing leases, balances, deposits, keys and maintenance records, coordinate the handoff and explain payment and service procedures to tenants.

What do you need from me to get started?

A signed agreement, owner and tax details, insurance information, keys, current leases and deposit records, required permits and the agreed reserve. **We guide you through the setup**.