

# Community Best



We provide the **most professional**, informative, loyal, and dedicated services in our industry and community. The **best interests** of our **clients will always come first** and we will place the clients' concerns ahead of our own in **each** and **every** transaction, as we are **dedicated** to the development of long-term client relationships! Our team-approach philosophy ensures **your needs** are important to each and **every member** of our organization."

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Community Best Property Management | [www.realestateinvernal.com](http://www.realestateinvernal.com)

1056 W Hwy 40, Suite 4, Vernal, Utah 84078 | Office 435-789-2828 | Fax 435-789-2882

## Dear Prospective Client,

Thank you for contacting us for information regarding our services. Enclosed you will find a copy of our new client management package which will provide you with information about us and the services we offer.

Community Best Property Management is the premier management company of the Uintah Basin. We manage a variety of properties such as single family homes, Multi Unit Complexes, Home Owners Associations, Storage Units, Commercial, and Industrial properties.

As a full service property management company we offer complete property management services. All of our services are provided at with no hidden costs. Our staff is knowledgeable, professional, prompt and courteous. As experienced real estate professionals we realize your property is a valuable investment and we treat it as such. With that in mind our primary goals are to:

**Maximize Your Cash Flow:** We are committed to maximizing your income by obtaining the maximum amount of rent for your home that market conditions will bear.

**Maximize your Market Value.** We are committed to maximizing your market value by increasing net operating income and optimizing market capitalization.

**Minimize the Vacancy Period:** We are committed to minimizing the time that your rental is not generating income by designing and executing a targeted marketing plan to rent your property as quickly as possible.

**Protect Your Investment:** We are committed to protecting your investment by thoroughly screening prospective tenants.

**Do the Work for You:** We are committed to providing you full service by handling everything on your behalf so you can spend your time on more important things.

Please review our Management Package and call us at 435-789-2828 if you have any questions. We are looking forward to working with you in managing your property.

Sincerely,

**Community Best Property Management**



## PROPERTY MANAGEMENT SERVICES WE PROVIDE

At Community Best Property Management, we are committed to fulfilling all of your property Management needs. Below is a list of some of the property management services we provide our clients. If there is a service you are particularly interested in but cannot find it listed below please call us at 435-789-2828.

### Professional, Prompt, and Courteous Service

We strive to provide each of our clients and their tenants with professional, prompt, and courteous service. Our Property Managers treats all clients and tenants with respect and dignity.

### Prepare Your Property to be Rented

- Your Property Manager will meet with you to evaluate your property and make recommendations to prepare your property to obtain the optimal monthly rental amount.
- Your Property Manager will coordinate the completion of any maintenance or repair items you have approved using our extensive network of qualified vendors to ensure all work is completed.

### Determine the Optimal Monthly Rental Amount

- Your Property Manager will do a market analysis to determine the optimal monthly rental amount for your property utilizing a wide range of professional resources.

### Design a Targeted Marketing Program

- Your Property Manager will meet with you to design a targeted marketing program to rent your property as quickly as possible.
- Your Property Manager will execute your targeted marketing program utilizing the Internet, local newspapers, circulars, and property signs.
- Your Property Manager will promptly pursue all leads and inquiries and schedule showings of your property during the week, evenings, and weekends.

### Thorough Screening of Applicants

- Your Property Manager will thoroughly review each prospective tenant's rental and credit history, including prior evictions.
- Your Property Manager will verify your new tenant's current employment and stated income.
- Your Property Manager will contact your new tenant's previous landlord(s) to verify payment history and care of property.
- Your Property Manager will discuss the results of the screening process with you and make our recommendation.

### Coordinate Move-In of New Tenant

- Your Property Manager will collect the first month's rent and security deposit and verify funds prior to your tenant's move-in.
- Your Property Manager will prepare all rental and lease agreements.
- Your Property Manager will meet with your new tenant and ensure all agreements have been properly executed prior to his or her move-in.
- Your Property Manager will document your property's condition utilizing digital photography prior to your new tenant's move-in.
- Your Property Manager will have your tenant complete and sign a Move In Inspection for verifying the condition of the property at the time of his or her move-in.
- Your Property Manager will instruct your tenant regarding rental payment terms and require property maintenance, and instructions to transfer utilities.

## CONT'D PROPERTY MANAGEMENT SERVICES WE PROVIDE

### Prompt Rental Receipt Collections and Disbursements

- Your Property Manager will promptly collect your rental income from your tenant at the beginning of each month.
- Your Property Manager will serve three day notices to "Pay Rent or Quit" if rent has not been paid by the fifth day of each month.
- Your Property Manager will coordinate the start of unlawful detainer action to evict your tenant in the event the rent is not paid.

### Payment of Your Monthly Expenses

Our Accounting Department will disburse the rental proceeds in the manner instructed by you and pay all reoccurring monthly expenses on your behalf such as:

1. Mortgage
2. Home Owner's Association Dues
3. Property Taxes
4. Utilities
5. Insurance

### Detailed Monthly Accounting Reports

- Our Accounting Department will provide you with monthly itemized statements show in income and expenses related to your property, including year-to-date totals.
- Our Accounting Department will provide you a year-end accounting summary of your account and 1099s.

### Complete Property Maintenance Services

- We provide our clients with 24-hour emergency repair services.
- We minimize the cost of repairs and maintenance using our extensive network of contractors, vendors, and handymen.
- We coordinate property reconditioning, including painting, window coverings, new carpet, and carpet cleaning.

## QUESTIONS THAT ARE FREQUENTLY ASKED BY NEW CLIENTS

Below are just a few of the questions that are frequently asked by our new clients. If you have questions that are not answered below please feel free to contact us at 435-789-2828.

### **Q: What determines the rent for my property?**

A: Ultimately the rental market. We use our marketing skills, analysis, and judgment to optimize rents in accordance with your goals.

### **Q: How are security deposits handled?**

A: Security deposits are deposited into the trust account. They remain in the trust account until the tenant vacates the property. By law, any security deposit money due the tenant must be refunded within thirty days (30) days.

### **Q: How are tenants selected?**

A: We carefully screen each prospective tenant and verify rental history, employment, and obtain a report which includes credit and evictions.

### **Q: Do I pay for processing the tenant application?**

A: No. You pay nothing.

### **Q: Who pays for maintenance and repairs to my property?**

A: The owner pays for maintenance and repairs, unless the tenant has agreed to assume responsibility. In that case, we will seek reimbursement on your behalf from the tenant. Because we deal with a large volume of properties, we can normally contract at considerable savings to you for repairs and maintenance. We save you money whenever possible.

### **Q: Are management fees tax deductible?**

A: Generally, as a direct expense item. However, you should confirm this with your tax advisor as your specific situation may be different.

### **Q: What is typically involved in preparing a property for rent?**

A: Generally, you should expect to make the property move-in ready for a tenant. This may involve painting or patch work, carpet cleaning, and minor repairs. Your property will rent quicker and demand a higher rental value if it is in good condition. Your Property Manager will setup and oversee the completion of the items needed to be done to prepare the unit to be move in ready.



### **Maritza Christiansen-Property Manager, Tenant Relations**

Maritza Christiansen and was born in Bogota Colombia. She has been in the USA for 17 years making the Uintah Basin home and became a citizen in 1999. Maritza graduated from the University of Inpahu in Bogota Columbia in 1993 with a Business Degree. Maritza loves to work and is 100% dedicated to her position as Property Manager, Tenant Relations for Community Best Property Management. Maritza strengths are in Customer Service, Problem Solving, and Office Administrations. Maritza greets her customers with a friendly smile and eager to assist them. Maritza oversees the Tenant Lease Administrations of CBPM and utilizes her organizational skills in her position. Maritza is a people person and is positive, honest, responsible, and believes that everything happens for a reason.

Maritza loves to travel and has had the opportunity visit several countries. She loves her family and treasures the time she spends with them. Maritza enjoys exercising and believes that exercising your body will also exercise your mind. Maritza is a dedicated and spiritual person.

Maritza has said that being in the United States has provided her with many opportunities. She loves being a part of the Community Best Property Management Team and is a valued asset.

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### **Rebecca Hess-Accounting**

Rebecca Hess is a native of Idaho, but has called the Uintah Basin her home since November 2007. She earned her bachelor's degree in Accounting from the University of Phoenix in 2005 and her accounting background ranges from Full Charge Bookkeeper, Corporate Accountant to Tax Accountant. In the past, Rebecca has been employed by property management companies who specialize in Low Income Housing and Commercial/Tenant in Common Investments.

Rebecca's primary responsibilities are to facilitate and manage the accounting records while assisting the staff of Community Best Property Management and Community Best Real Estate. Her team building skills and willingness to assist the company in accomplishing their objectives make her a great asset to the organization.

In her free time Rebecca enjoys spending time with her family and friends. Hobbies include scrap booking, sewing, traveling, and playing volleyball.

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### **Natalie Klun-Broker**

Natalie Klun was born and raised in Vernal. Upon graduating from Uintah High School in 1996 she moved to Las Vegas where she attended UNLV to study Business. Natalie worked for an Investment Firm that raised money for a Real Estate Investment Fund that funded Construction Loans in the Greater Las Vegas area, Southern California, and Southern Utah. Natalie was a member of the sales team and participated in the initial preparations of the Offering, the Marketing, and Sales.

In 2002 Natalie accepted a position with a Full Service Financial Planning Firm that specialized in Portfolio Management for Retirees. She dedicated herself to the Sales, Marketing, and Customer Service to Retirees in Las Vegas. In 2005 Natalie moved back to Vernal after meeting her husband. After returning to Vernal Natalie decided to dedicate herself to the Real Estate Market of the Uintah Basin and utilize her Sales and Marketing background to build relationships with the current and new residences of the Uintah Basin. In 2008 Natalie had reached a goal that she had

been striving for and obtained a Real Estate Broker's license. This allowed her to open Community Best Real Estate Company and Community Best Property Management.

Natalie is dedicated to her Community and enjoys attributing to it's growth. Natalie specializes in Residential, New Construction, Commercial, and Industrial, but most importantly she specializes in Customer Service. Natalie is dedicated to her Customer's needs and to helping her Customer's achieve their Real Estate dreams. During Natalie's Marketing and Sales career she has obtained a Series 63, 22, 6, and 7 Securities Licenses, Real Estate Sales Agent License, Real Estate Broker License, and in 2005 graduated from the University of Phoenix with a Bachelor Degree in Business Administration.

In her free time Natalie enjoys spending time with her friends, family, and her dog Manee. She enjoys being outdoors, traveling, and shopping.

## How does your current Property Manager Compare?

List of Services	Yours	Ours
PROMPT RENT COLLECTIONS		X
TENANT SCREENING		X
ALL PAYMENTS AND BILLS PAID		X
EVICITION AND LEGAL SERVICES		X
PREPARATION OF VACANCIES		X
COMPLETE MAINTENANCE SERVICE		X
WEEKLY DRIVE BY PROPERTY INSPECTIONS		X
QUARTERLY INTERIOR INSPECTIONS		X
ELECTRONIC OWNER REPORTS		X
DIRECT DEPOSIT FOR OWNER DISTRIBUTION		X
ACCEPTS VISA/MASTERCARD FOR SECURITY DEPOSIT & RENTS		X
IN OFFICE AUTOMATIC DEPOSITS		X
24-HOUR ON CALL SERVICES		X
PROMPT AND PROFESSIONAL CUSTOMER SERVICE		X
VISA / MASTERCARD PROCESS		X

\* This list is to show a comparison of what community best offers compared to their current manager. Call 435-789-2828 today for a FREE Property Evaluation from Community Best Property Management. Community Best Property Management is the Premier Full Service Management Company of the Uintah Basin. Your investment is our #1 Priority.

**Company Name:**

Last Name:

First Name:

MI:

Address:

City:

State:

Zip:

Phone:

Home Phone:

Business Phone:

Cell Phone:

Email:

Social Security Number:

Date of Birth:

Driver's License No:

State Issued:

If Company; Entity Tax ID No:

**Spouse/Partner Information:**

Last Name:

First Name:

MI:

Address:

City:

State:

Zip:

Phone:

Home Phone:

Business Phone:

Cell Phone:

Email:

Social Security Number:

Date of Birth:

Driver's License No:

State Issued:

**Monthly Account Statement Options** (check either box and fill out appropriate information):

1) Mail monthly statements to the following address:

Address:

City:

State:

Zip:

2) Send monthly statements electronically to the following email address:

Email 1:

Email 2:

**Owner Distribution Options** (check either box and fill out appropriate information):

1) Mail monthly owner distribution to the following address:

Address:

City:

State:

Zip:

2) Send monthly owner distributions Electronically (Complete Electronic Owner Distribution form):

Email 1:

Email 2:

**Disbursement Information****1. Mortgage** (check either box and fill out appropriate information):

Owner will pay the mortgage		
Community Best Property Management will pay from owner proceeds to the following:		
Mortgage Company:		
Payment Address:		
City:	State:	Zip:
Amount:	Due Date:	Loan Number:

**2. Second Trust Deed Payments** (check either box and fill out appropriate information):

Owner will pay the second trust deed payment		
Community Best Property Management will pay from owner proceeds from the Trust Account to the following:		
Mortgage Company:		
Payment Address:		
City:	State:	Zip:
Amount:	Due Date:	Loan Number:

**3. Property Tax Payment** (check either box and fill out appropriate information):

Owner will pay the property tax		
Community Best Property Management will pay from owner proceeds from the Trust Account to the following:		
Payee:		
Payment Address:		
City:	State:	Zip:
Due Date:	Property ID #:	

**4. Insurance Premiums** (check either box and fill out appropriate information):

Owner will pay the insurance premium		
Community Best Property Management will pay from owner proceeds from the Trust Account to the following:		
Name of Agency:		
Payment Address:		
City:	State:	Zip:
Amount:	Due Date:	Insurance Policy #:

5. Home Owners Association Dues (check either box and fill out appropriate information):

Owner will pay the Home Owners Association Dues

Community Best Property Management will pay from owner proceeds from the Trust Account to the following:

Payee:

Payment Address:

City: State: Zip:

Amount: Due Date:

6. Utility Information (check either box and fill out appropriate information):

Owner will pay utilities

Tenant will pay utilities

Owner agreements with the applicable utility companies are in place

Owner agreements needs to be setup with applicable utility companies

Owner will pay utilities when the unit is vacant

Community Best will pay from owner proceeds from the Trust Account to the following Utility Companies:

Rocky Mountain Power

Address:

City: State: Zip:

Queststar Gas:

Address:

City: State: Zip:

Vernal City Water

Address:

City: State: Zip:

Ashley Valley Water & Sewer

Address:

City: State: Zip:

Other

Address:

City: State: Zip:

Other

Address:

City: State: Zip:

**7. Security Deposit:**

Owner would like Management to disburse Security Deposit upon receipt. *(Review the Security Deposit Release form)*

Community Best Property Management to hold Security Deposits in the Trust Account.

**Security Deposit Release Form**

When a tenant vacates the premises, a Landlord/Owner has 30 days in which to prepare a final accounting/reconciliation and return (if any) of deposit money to the tenant. The Move-Out Procedures are briefly explained below.

## Move-Out Procedures

**1. Move Out Notification**

- Tenant provides the Property Manager with their intent to vacate and Property Manager notifies the Owner of the tenant's intent to vacate.

**2. Tenant Moves Out**

- Property Manager conducts a move out inspection and completes the move out worksheet. The worksheet is given to the Accounting Department.

**3. Security Deposit Disposition Worksheet**

- Accountant prepares the accounting/reconciliation for the Deposit and notifies the owner of the security deposit status.

**4. Balance Due Tenant**

- Owner refunds the Deposit to tenant and provides documentation to Property Management Company that refund is paid.

**5. Balance Due Owner**

- Community Best Property Management Company will contact tenant to make payment arrangements.

If the Owner has elected to hold the Security Deposit money and if the required deposit (if any) is not returned within those 30 days, the tenant will have legal claim against the Owner.

By signing below, I understand the information above and release any legal claim against the Property Management Company in regards to the return of Security Deposit money to the tenant when, I, the Owner, elect to hold my own Security Deposit monies.

Owner Name *(please print)*: \_\_\_\_\_

Owner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Property Information:**

Property Address:

City:

State:

Zip:

Type:

Single

Family

Condo

Townhome

Duplex

Apartment

Other

How many units total?

Is this property attached or detached?

How many stories is each unit?

Is the unit upstairs or downstairs?

Elementary School?

Square Feet:

Year Built:

Lot Size:

**Garage/Parking information:**Is there are garage: YES or NO *(circle one)*What size is the garage: 1 car 2 car 3 car *(circle one)* Other\_\_\_\_Is there a carport: YES or NO *(circle one)*If yes, is it covered: YES or NO *(circle one)*Is there RV/Boat Parking: YES or NO *(circle one)*Is there assigned parking: YES or NO *(circle one)*Open Parking: YES or NO *(circle one)*

If yes, how many spaces per unit: \_\_\_\_\_

Additional parking information:

**Rooms:**Bedrooms: 1, 2, 3, 4, 5 *(circle one)*Total Baths: 1, 2, 3, 4 Full Baths *(circle one)* \_\_\_\_<sup>3</sup>/<sub>4</sub> baths \_\_\_\_<sup>1</sup>/<sub>2</sub> baths

Please Check what Applies to Your Home:

Living room

Dining Room:

Dining Room

Formal Dining Room

Kitchen/Dining Combo

Breakfast Nook

Counter/Bar

Kitchen:

Refrigerator

Dishwasher

Range Oven: Gas or Electric

Garbage Disposal

Island

Trash Compactor

**Additional Rooms:**

<input type="checkbox"/>	Family Room
<input type="checkbox"/>	Den
<input type="checkbox"/>	Bonus Room
<input type="checkbox"/>	Great Room
<input type="checkbox"/>	Office
<input type="checkbox"/>	Loft
<input type="checkbox"/>	Sitting Room
<input type="checkbox"/>	Sunroom
<input type="checkbox"/>	Other

**Exterior:**

Is there a front yard : YES or NO *(circle one)*

If yes, is it fenced: YES or NO *(circle one)*

Sprinkling system: YES or NO *(circle one)*

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Is there a back yard : YES or NO *(circle one)*

If yes, is it fenced: YES or NO *(circle one)*

Sprinkling system: YES or NO *(circle one)*

**Please check what applies:**

<input type="checkbox"/>	Owner Responsible for Landscaping Maintenance
<input type="checkbox"/>	Tenant Responsible for Landscaping Maintenance.

**Amenities:**

<input type="checkbox"/>	Fireplace; ___ Gas ___ Electric ___ Wood Burning <i>(check one)</i>
<input type="checkbox"/>	Tenant Responsible for Landscaping Maintenance.
<input type="checkbox"/>	Washer/Dryer Hook-Up
<input type="checkbox"/>	Park
<input type="checkbox"/>	Clubhouse
<input type="checkbox"/>	Laundry Facilities
<input type="checkbox"/>	Playground
<input type="checkbox"/>	BBQ
<input type="checkbox"/>	Other:

**Cooling/Heating:**

Cooling:	
<input type="checkbox"/>	Central
<input type="checkbox"/>	Swamp Cooler
<input type="checkbox"/>	Window Unit
<input type="checkbox"/>	Roof Unit
<input type="checkbox"/>	Other:
Heating:	
<input type="checkbox"/>	Central
<input type="checkbox"/>	Forced Air
<input type="checkbox"/>	Electric
<input type="checkbox"/>	Radiant
<input type="checkbox"/>	Other:
Ceiling Fans:	
How Many:	<input type="text"/>

**Flooring:**

<input type="checkbox"/>	Carpet:
	Location: <input type="text"/>
<input type="checkbox"/>	Vinyl Tile
	Location: <input type="text"/>
<input type="checkbox"/>	Wood Flooring
	Location: <input type="text"/>
<input type="checkbox"/>	Pergo
	Location: <input type="text"/>
<input type="checkbox"/>	Ceramic Tile
	Location: <input type="text"/>
<input type="checkbox"/>	Other:
	Location: <input type="text"/>

**Leasing Information:**

Is this property currently available for lease: YES or NO *(circle one)*

Lease Terms *(check what applies):*

<input type="checkbox"/>	12 Month
<input type="checkbox"/>	6 Month
<input type="checkbox"/>	Month to Month

What day will the property be ready for PM Inspection/Walk Through?

Date:

Is smoking allowed: YES or NO *(circle one)*

Are pet's allowed: YES or NO *(circle one)*

Dog Type Allowed:

<input type="checkbox"/>	Small
<input type="checkbox"/>	Medium
<input type="checkbox"/>	Any Size

How many pet's allowed:

Must pets remain outside: YES or NO *(circle one)*

Additional Pet information:

Monthly Rent: \$                      Security Deposit: \$                      Pet Deposit: \$

Property Description: *(Please use highlights, details, and special features of the property. This will be helpful while advertising the property when it is available for rent)*

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Special Instructions *(Please specify any special instructions that you feel will be important in helping us better serve you in managing your property.)*

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**For CBPM Office Use Only** Property Manager to complete the showing information below:

What day is the property available for showings:

Date:

What day is the property ready for move in:

Date;

Showing Information:

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Showing Instructions:

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Driving Directions:

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Showing Activity and feed back:

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**Association Name:**

Board Members of the Association:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Monthly Association Dues:**

**Amenities/Services of the Association:**

**Association provides Maintenance of:**

Common grounds:	
Entrances:	
park	
BBQ area	
Playground	
Club House	
Pool	
Tennis Court	
Basketball Court	
Common Parking Areas	
Storage Units	

Common grounds:	
Entrances:	
park	
BBQ area	
Playground	
Club House	
Pool	
Tennis Court	
Basketball Court	
Common Parking Areas	
Storage Units	

Utilities paid by the association: \_\_\_\_\_ Power \_\_\_\_\_ Gas \_\_\_\_\_ Water \_\_\_\_\_

**Association Legal Contact Information:**

Name of Firm/Representative: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Association Accounting Contact Information:**

Name of Firm/Representative:

Email:

Address:

City:

State:

Zip:

Phone:

**Association Name:**

I (we) hereby authorize Community Best Property Management, LLC to initiate debit entries to *(select one)*:

<input type="checkbox"/>	Checking Account	<input type="checkbox"/>	Savings Account
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indicated below at the depository financial institution named below. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of the U.S law.

Depository Name:		Branch:	
Routing #:		Account #:	
City:	State:	Zip:	Phone:

This authorization is to remain in full force and effect until Community Best Property Management, LLC has received written notification of termination in such time and in such manner as to afford Community Best Property Management, LLC and Depository Institution a reasonable opportunity to act on it.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_