



Introduction to Features and Services

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Introduction to Seattle's Property Management

Seattle's Property Management is a locally owned professional management company focusing on residential rental homes and multiplexes. We understand the complex aspects of owning and managing rental houses and apartments. Our focus is maximizing investor return while providing residencies that tenants are proud to call home.

Seattle's Property Management combines the strength, efficiencies, and resources of a large corporation while maintaining a level of service, knowledge, and professionalism of a local company. We firmly believe in the values on which we are founded and strive to apply them every day and with every decision. Our operational expertise includes the professional management of homes, condos, town homes and apartments throughout the King & Snohomish County areas.

We believe local knowledge is key in driving maximum property performance and we work proactively to be the experts in our field. This allows us to respond quickly and effectively to a constantly changing market conditions. With more than half of our clients living outside of Washington, our goal is to provide a package of services that allow them the peace-of-mind of knowing their investment is in good hands.





Summary of Features & Services

Features:

- Proven track record in the real estate and management industry since 2005
- All property managers are licensed Real Estate Brokers by Washington State
- Extensive vendor library accumulated and developed over years of experience and networking
- Emergency services available 24 hours a day, seven days a week
- Experienced maintenance contractors specialized in executing regular maintenance and turn-overs, providing quality repairs on short notice at competitive rates.
- A legal library consisting of a wealth of forms and disclosure documents for all property management related matters. Further, we have a long standing relationship with a local law firm specializing in real estate law.

Supervision, Maintenance and Accounting:

- Advise owners with decision making and provide all necessary research
- Negotiate competitive bids on service contracts, maintenance and repairs
- Comprehensive tenant screening. We have the ability to go back as far as 10 years on a prospective tenant's credit, rental and employment history. Further, we check all public records (not just criminal)
- Expertise in complex landlord/tenant laws while maintaining updated on local legislation
- Provide market analysis to achieve the highest possible rents for your property
- Advertise your property using on over 100 relevant websites as well as flyers and yard arms
- Handle all property and tenant related communications
- Order and oversee all approved maintenance and repairs
- Document the condition of your property on a check-in list prior to tenants taking possession
- Monitor your tenant's rent payments, ensuring rents are collected by the 5th of each month
- Provide complete eviction services if necessary for non-compliance of rental agreements
- Perform move-out inspections and charge tenants for all applicable damages
- Receive, review and pay all invoices; including taxes and insurance per request
- Provide a complete financial report every month, including income, expense and cash flow
- Utilize industry leading financial reporting software designed specifically for property management. Our software allows clients to have a portal to review their statements in a secure environment at any time.
- Recruit and train a full time on-site resident manager(s) to perform duties such as accepting rents, making showing vacant units and posting notices.
- Work together with you to achieve your investment goals while mitigating your risk



Introduction to Your Property Manager

Matt Bronson

CEO & Managing Broker

Matt Bronson, CEO of Seattle's Property Management and The Bronson Group, has nearly 20 years' experience in the real estate industry. During this time he has managed a portfolio of over 350 multifamily units and 200+ single family homes. Matt has been recognized as an industry leader as 2011 President of the National Association of Residential Property Managers. Further, he has been awarded the Accredited Residential Manager (ARM) from the Institute of Real Estate Management and is a licensed Managing Broker in Washington.



Office Manager

Maggie Karshner

Maggie joined the team in the summer of 2013 to support and oversee the administrative staff due to the increased business of The Bronson Group acquiring Seattle's Property Management. She has over 9 years' administrative and marketing experience. Maggie is an efficient multitasker and positive leader keeping us running smoothly.

Maggie arrived in Seattle after graduating from Syracuse University and instantly made Seattle home. A longtime resident of Beacon Hill, she can also be found about town at blues dances and yoga classes.

Director of Accounting

Anna Kaminski

Anna has over 8 years' experience in accounting, all of which were in the real estate industry. She's managed the accounting of single family homes, HOAs and Commercial properties.

A graduate of Technical University of Koszalin in Poland with a specialization in Accounting. She currently resides in Brier with her husband and daughter. She enjoys walking her dog and playing with her daughter.



Maintenance Supervisor

Mark Thresher

Mark has over 20 years' experience in maintenance, 15 of which were in the real estate industry. He's managed maintenance for a portfolio of over 500 units.



Why Hire a Manager?

Top 10 Reasons You Should Hire a Professional Property Manager

During these troubling financial times we understand that many people are watching their dollars very closely. However, the possible financial hardships that may arise from not hiring an expert to manage and maintain your property could quickly become costly. Below are 10 questions that will test your knowledge on the liabilities that may arise if you decide to do-it-yourself.

1. Are you aware that you may be mystery shopped by HUD to ensure you are complying with Fair Housing?
2. Evictions are a generally a worst-case-scenario. Do you know what costs and legal obligations must be performed if you find yourself having to evict? Also, what alternatives you have instead of an eviction?
3. Damage. What if you find the tenants are damaging your home while living there but are in the middle of a lease term? What if when they vacate and the amount of damage done exceeds the tenant's deposit?
4. Slow pay or no pay. Did you know that if you issue a 3-day pay or vacate on a tenant and you accept even \$1.00 from them you will have to restart the eviction process?
5. Do you know what to do when a tenant holds over after the day they are supposed to have vacated the property?
6. What utility collection and/or lien bill will stay with the property even if it is the tenant's responsibility?
7. Are you available on weekends, holidays or after hours to handle possible maintenance emergencies? Further, what emergencies need to be addressed within 48 hours?
8. Does your lease leave any loop-holes that an educated tenant might be able to exploit? With the advent of the internet tenants can easily access their rights and tenant advocacy groups.
9. If you are not checking a prospective renters credit, employment, rental and public records (this includes, criminal, bankruptcies, lawsuits, etc.) you are leaving yourself open to a host of liabilities.
10. Do you know if you want to work with Section 8 tenants and what the benefits and liabilities may be?

If did not know the answers to even a few of these questions you may want to consider hiring a professional property manager. We should note many people have self-managed with success because none of the above issues ever cropped up. But it only takes one issue to realize the benefits of having a professional organization there to handle some of these potentially sticky and costly situations.



Sample Financial Reports

Cash Flow

The Cash Flow reports the income statements accounts and selected balance sheet accounts, in order to track changes in the principle cash account.

Balance sheet accounts are reported in the style of an income statement.

1. Figures in the Month to Date
2. Year to Date columns show changes in account balances during those periods.
3. Percentage columns for MTD and YTD report variance amounts against a predetermined account.

Account Name	Selected Period	% of Selected Period	Fiscal Year To Date	% of Fiscal Year To Date
Cash Flow				
Seattle's Property Management, a Bronson Group Company				
Active Properties Owned By: _____				
Date Range: _____				
Operating Income & Expense				
Income				
Rent Income	4,712.74	100.00	30,327.91	97.44
Concessions	0.00	0.00	-2.00	-0.01
Laundry Income	0.00	0.00	500.00	1.61
Deposit Forfeit	0.00	0.00	300.00	0.96
Total Operating Income	4,712.74	100.00	31,125.91	100.00
Expense				
Vacancy Turnover	0.00	0.00	785.65	2.52
Keys	0.00	0.00	268.08	0.86
Painting	0.00	0.00	1,095.00	3.52
Landscaping	0.00	0.00	500.00	1.61
Management Fee	373.02	7.92	2,422.23	7.78
Lease Commission	422.50	8.97	870.00	2.80
Lease Renewal Fee	0.00	0.00	450.00	1.45
Electricity	0.00	0.00	633.17	2.03
Garbage and Recycling	0.00	0.00	354.31	1.14
Water/Sewer/Garbage	1,554.97	33.00	4,498.55	14.45
Plumbing	0.00	0.00	257.33	0.83
Flooring	0.00	0.00	2,241.79	7.20
Maintenance	0.00	0.00	175.00	0.56
Mold Remediation	0.00	0.00	1,464.56	4.71
Total Operating Expense	2,350.49	49.88	16,015.67	51.45
NOI - Net Operating Income	2,362.25	50.12	15,110.24	48.55
Total Income	4,712.74	100.00	31,125.91	100.00
Total Expense	2,350.49	49.88	16,015.67	51.45
Net Income	2,362.25	50.12	15,110.24	48.55
Other Items				
Owner Distribution	-1,862.25		-15,763.07	
Net Other Items	-1,862.25		-15,763.07	
Cash Flow	500.00		-652.83	
Beginning Cash	30.00		0.00	
Beginning Cash + Cash Flow	530.00		-652.83	
Actual Ending Cash	2,400.00		2,400.00	



Sample Financial Reports

Balance Statement

Your balance Sheet is a statement of the assets, liabilities, and capital of a property, at a particular point in time, detailing the balance of income and expenditure over the preceding period.

Balance Sheet	
Active Properties Owned By: _____	
As of: _____	
Account Name	Balance
ASSETS	
Cash	
Operating Cash	766.48
Security Deposit Cash	7,207.00
Total Cash	7,973.48
TOTAL ASSETS	7,973.48
LIABILITIES & CAPITAL	
Liabilities	
Security Deposits	5,050.00
Non Refundable Deposits	800.00
Last Months Rent (Mgmt Held)	1,107.00
Non-Refundable Cleaning Fee	250.00
Prepaid Rent	180.00
Total Liabilities	7,387.00
Capital	
Owner Contribution	152.83
Owner Distribution	-25,614.40
Calculated Retained Earnings	5,503.90
Calculated Prior Years Retained Earnings	20,544.15
Total Capital	586.48
TOTAL LIABILITIES & CAPITAL	7,973.48

Sample Financial Reports

General Ledger

The General Ledger report shows the beginning for the selected accounts, the transactions that affected these accounts during the period, the running balance after each transaction, and the ending balance in the account.

1. This particular general ledger report is only for one property. In cases where an owner has multiple properties they can be consolidated, combining transactions and transaction totals for all included properties in the portfolio.
2. Transactions initially appear in the general ledger account order, followed by date.

1

General Ledger								
Property: XXXXXXXX								
Property	Date	Payee / Pa	Type	Reference	Debit	Credit	Balance	Description
3300 - Retained Earnings								
							\$ (1,935.98)	
							\$ -	
					\$ -	\$ -	\$ (1,935.98)	
4100 - Rent Income								
							\$ (5,712.50)	
							\$ (5,742.50)	
	10/1/2014	XXXXX	Receipt		\$ 30.00		\$ (5,712.50)	
	10/1/2014	XXXXX	Receipt		\$ 1,365.00		\$ (7,107.50)	
					\$ -	\$ 1,395.00	\$ (1,395.00)	
					\$ -	\$ 1,395.00	\$ (7,107.50)	
5660 - Deposit Forfeit								
							\$ (200.00)	
							\$ -	
					\$ -	\$ -	\$ (200.00)	
5900 - Utilities Passthru								
							\$ (54.42)	
							\$ -	
					\$ -	\$ -	\$ (54.42)	
6000 - Security Deposit Refund								
							\$ 1,245.00	
							\$ -	
					\$ -	\$ -	\$ 1,245.00	
6140 - Keys								
							\$ 114.97	
							\$ -	
					\$ -	\$ -	\$ 114.97	
6270 - Management Fee								
							\$ 457.00	
							\$ 568.60	Management
	10/2/2014	XXXXX	Check	5395	\$ 111.60		\$ 111.60	
					\$ 111.60	\$ -	\$ 568.60	
6271 - Lease Commission								
							\$ 697.50	
							\$ -	
					\$ -	\$ -	\$ 697.50	

2

Sample Financial Reports

General Ledger (continued)

2

1

General Ledger
Property: XXXXXXXX

Property	Date	Payee / Pa	Type	Reference	Debit	Credit	Balance	Description
3300 - Retained Earnings								
							\$ (1,935.98)	
							\$ -	
					\$ -	\$ -	\$ (1,935.98)	
4100 - Rent Income								
							\$ (5,712.50)	
							\$ (5,712.50)	
	10/1/2014	XXXXX	Receipt			\$ 30.00	\$ (5,742.50)	
	10/1/2014	XXXXX	Receipt			\$ 1,365.00	\$ (7,107.50)	
					\$ -	\$ 1,395.00	\$ (1,395.00)	
					\$ -	\$ 1,395.00	\$ (7,107.50)	
5660 - Deposit Forfeit								
							\$ (200.00)	
							\$ -	
					\$ -	\$ -	\$ (200.00)	
5900 - Utilities Passthru								
							\$ (54.42)	
							\$ -	
					\$ -	\$ -	\$ (54.42)	
6000 - Security Deposit Refund								
							\$ 1,245.00	
							\$ -	
					\$ -	\$ -	\$ 1,245.00	
6140 - Keys								
							\$ 114.97	
							\$ -	
					\$ -	\$ -	\$ 114.97	
6270 - Management Fee								
							\$ 457.00	
	10/2/2014	XXXXX	Check	5395	\$ 111.60		\$ 568.60	Management
							\$ 111.60	
					\$ 111.60	\$ -	\$ 568.60	
6271 - Lease Commission								
							\$ 697.50	
							\$ -	
					\$ -	\$ -	\$ 697.50	



Sample Financial Reports

Tenant Delinquency Report

The Tenant Delinquency Report prints selected information from the tenant records in the system, and lists the tenant's delinquent at the time of the report. This report shows several tenants per page.

Delinquency
 Properties: MB511
 Tenant Status: Current and Notice
 Amount Owed In Account: All
 Balance: Greater than 0.00

Unit	Name	Tenant Status	Tags	Phone Numbers	Move In	Move Out	Deposit	Amount Receivable	0-30	30+	Last Payment	Payment Amount	Late Count
MB511													
#3	XXXXXXXXXX	Current		Mobile: (425) XXXXXXXX	10/01/2010		750.00	100.00	0.00	100.00	02/06/2015	900.00	0
#5	XXXXXXXXXX	Current		Mobile: (253) XXXXXXXX	11/01/2014		2,407.00	316.50	316.50	0.00	01/27/2015	1,096.00	0
							3,157.00	416.50	316.50	100.00		1,996.00	0
Total							3,157.00	416.50	316.50	100.00		1,996.00	0

1. Delinquency is evaluated by looking at the date of a charge. The system compares the charge date with the current operating date. A charge goes into the 0-30 Days column on the day it is due while automatically applying late fees (\$10 per day from the 2nd forward).
2. Payment Amount reports the rent due, including any applicable fees.



Sample Financial Reports

Tenant Ledger

The Tenant Ledger shows all charges and payments for a tenant during a selected date range.

Tenant Ledger Report - ~~XXXXXXXX~~

Tenant: ~~XXXXXXXX~~
 Mobile: (425) ~~XXXXXX~~
 Unit: #3
 Property: MB511
 Status: Current
 Move in date: 10/01/2010
 Move out date: --
 Lease Expiration: 07/31/2015
 Rent: 900.00
 Deposit Paid: 750.00

Date	Payer	Description	Charges	Payments	Balance
		Balance Forward			0.00
10/01/2010		Security Deposits	750.00		750.00
10/01/2010	XXXXXXXX	Payment		750.00	0.00
05/01/2014		Rent Income - May 2014	850.00		850.00
05/03/2014	XXXXXXXX	Payment (Reference #1028) May 2014 Rent		850.00	0.00
06/01/2014		Rent Income - June 2014	850.00		850.00
06/07/2014	XXXXXXXX	Payment (Reference #1029) June Rent		850.00	0.00
07/01/2014		Rent Income - July 2014	850.00		850.00
07/08/2014	XXXXXXXX	Payment (Reference #1030) July 2014		850.00	0.00
07/31/2014	XXXXXXXX	Credit Card Payment (Reference #AAKQ-TIGJ)		850.00	-850.00
08/01/2014		Rent Income - August 2014	900.00		50.00
09/01/2014		Rent Income - September 2014	900.00		950.00
09/06/2014	XXXXXXXX	Payment (Reference #1032) September Rent		850.00	100.00
10/01/2014		Rent Income - October 2014	900.00		1,000.00
10/01/2014	XXXXXXXX	Credit Card Payment (Reference #DJKZ-LTO8)		900.00	100.00
11/01/2014		Rent Income - November 2014	900.00		1,000.00
11/03/2014	XXXXXXXX	Payment (Reference #1033) November Rent		900.00	100.00
12/01/2014		Rent Income - December 2014	900.00		1,000.00
12/05/2014	XXXXXXXX	Payment (Reference #1034) December Rent		900.00	100.00
01/01/2015		Rent Income - January 2015	900.00		1,000.00
01/04/2015	XXXXXXXX	Payment (Reference #1036) January Rent		900.00	100.00
02/01/2015		Rent Income - February 2015	900.00		1,000.00
02/06/2015	XXXXXXXX	Payment (Reference #1037) February Rent		900.00	100.00
Total					100.00



Sample Tenant Application

Seattle's Property Management

Tenant Screening Provided By: Alliance Credit and Courts Credit Only Telephone: (425) 271-8065 Fax: (425) 227-9246 1-800-289-8065 1-800-289-9246

Equal Housing Opportunity **8315 5th Ave NE, Ste A • Seattle, WA 98115** Full Tenant Screening LEASE MONTH TO MONTH
 206/856-6000 Credit and Courts UNIT #: RENTAL PAYMENT:
 Credit Only MOVE IN DATE:

MANAGER/RENTAL AGENT NAME: PROPERTY ADDRESS (if different from above):

VISUAL PROOF OF DRIVER'S LICENSE OR STATE ID PROVIDED: YES NO USE SEPARATE APPLICATIONS FOR EACH APPLICANT OTHER THAN SPOUSE

APPLICANT INFORMATION — Driver's license or photo ID must be provided. Incomplete or false information may result in denial.

LAST NAME: FIRST NAME: MIDDLE NAME: SOCIAL SEC. #:
 DRIVER'S LICENSE #: ISSUED DATE FROM WHICH STATE?: DRIVER'S LICENSE EXPIRATION DATE: DATE OF BIRTH:
 ADDRESS SHOWN ON DRIVER'S LICENSE: CITY: STATE: ZIP CODE:

SPOUSE INFORMATION — Driver's license or photo ID must be provided. Incomplete or false information may result in denial.

LAST NAME: FIRST NAME: MIDDLE NAME: SOCIAL SEC. #:
 DRIVER'S LICENSE #: ISSUED DATE FROM WHICH STATE?: DRIVER'S LICENSE EXPIRATION DATE: DATE OF BIRTH:
 ADDRESS SHOWN ON DRIVER'S LICENSE: CITY: STATE: ZIP CODE:

APPLICANT AND SPOUSE RESIDENCE HISTORY AT LEAST TWO YEARS: Incomplete or false information may result in denial.

PRESENT ADDRESS: APT # CITY: STATE: ZIP:
 DO YOU ... OWN RENT LIVE WITH RELATIVES SCHOOL DORMITORY OTHER
 YOUR AREA CODE + PHONE #: MONTHLY PAYMENT AMT. \$ HOW LONG HAVE YOU LIVED AT YOUR CURRENT ADDRESS? FROM: DATES: TO:
 CURRENT APT/MORTGAGE OR LANDLORD NAME: CITY: STATE: DAYTIME LANDLORD PHONE # EVENING LANDLORD PHONE #:
 REASON FOR MOVING:

PREVIOUS ADDRESS: APT # CITY: STATE: ZIP:
 DO YOU ... OWN RENT LIVE WITH RELATIVES SCHOOL DORMITORY OTHER
 PREVIOUS APT/MORTGAGE OR LANDLORD NAME: PREVIOUS LANDLORD PHONE # MONTHLY PAYMENT AMT. \$ HOW LONG AT YOUR PREVIOUS ADDRESS? FROM: DATES: TO:
 REASON FOR MOVING: CITY: STATE:

APPLICANT'S EMPLOYMENT: Paycheck stubs, tax returns or letters of hire/transfer may be required.

CURRENT EMPLOYER: ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 POSITION SUPERVISOR'S NAME: MONTHLY SALARY: \$ EMPLOYMENT DATES: FROM: TO: FULL TIME TEMPORARY PART TIME SELF-EMPLOYED

PREVIOUS/ADDITIONAL EMPLOYER: ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 POSITION SUPERVISOR'S NAME: MONTHLY SALARY: \$ EMPLOYMENT DATES: FROM: TO: FULL TIME TEMPORARY PART TIME SELF-EMPLOYED

SPOUSE'S EMPLOYMENT: Paycheck stubs, tax returns or letters of hire/transfer may be required.

ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 POSITION SUPERVISOR'S NAME: MONTHLY SALARY: \$ EMPLOYMENT DATES: FROM: TO: FULL TIME TEMPORARY PART TIME SELF-EMPLOYED

PREVIOUS/ADDITIONAL EMPLOYER: ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 POSITION SUPERVISOR'S NAME: MONTHLY SALARY: \$ EMPLOYMENT DATES: FROM: TO: FULL TIME TEMPORARY PART TIME SELF-EMPLOYED

LIST ALL OTHER PROPOSED OCCUPANTS.

NAME: AGE: RELATIONSHIP: NAME: AGE: RELATIONSHIP:

CAR MAKE: YEAR: MODEL: LICENSE #: CAR MAKE: YEAR: MODEL: LICENSE #:

NAME OF NEAREST RELATIVE: RELATIONSHIP: ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 EMERGENCY CONTACT: RELATIONSHIP: ADDRESS: CITY: STATE: AREA CODE + PHONE #:
 ADDRESS SHOWN ON CHECKING ACCT: CITY: STATE: ZIP: AMT. OF DEPOSIT FOR APT. \$
 BANK OR SAVINGS & LOAN CO.: CITY: STATE: PHONE # ACCT #

ADDITIONAL INCOME: APPLICANT \$ SPOUSE \$ CITY:

WILL YOU HAVE PETS LIVING IN THE UNIT? YES NO IF YES LIST PET TYPES: WILL YOU HAVE A WATERBED? YES NO DO YOU HAVE WATERBED? YES NO DO YOU SMOKE? YES NO
 HAVE YOU EVER BEEN EVICTED OR LEFT A LANDLORD OWNING MONEY? YES NO IF YES, NAME OF APT/LANDLORD: CITY: STATE: ARE YOU A REGISTERED SEX OFFENDER? YES NO
 HAVE YOU EVER BEEN CONVICTED OF A CRIMINAL OFFENSE? YES NO IF YES, TYPE OF OFFENSE: COUNTY: STATE: IS ANYONE IN YOUR HOUSEHOLD A REGISTERED SEX OFFENDER? YES NO

I understand I acquire no rights in an apartment or subject property until I sign this agreement and submit a holding fee in the amount of \$ _____. Upon approval of this and the signing of a rental agreement, this fee will be credited against my deposit and/or my first month's rent in consideration for landlord holding said apartment or subject property at _____. I hereby waive all rights to the return of said holding fee and said fee shall be retained as liquidated damage in the event I do not choose to enter into the agreement applied for herein; in the event said application for tenancy is not accepted the holding fee shall be returned to applicant.

NON-REFUNDABLE APPLICATION FEE \$
 In accordance with State and Federal laws you are hereby notified that an investigation may be made by Alliance Credit Services, Inc. (dba Alliance 2020) of the information you provided on this Application, together with information as to your character, general reputation, personal characteristics, and mode of living. You have the right to dispute the accurate disclosure of the nature and scope of the investigation and/or a written summary of your rights under the Fair Credit Reporting Act. Direct all inquiries to Alliance 2020, P.O. Box 4248, Renton, WA 98057.
 We certify that to the best of my/our knowledge all statements made herein are true and correct. We authorize Alliance 2020 to obtain such credit reports, character reports, verification of rental and employment history as it deems it necessary to verify all information set forth in the above Application, and provide an investigative report to the undersigned landlord. I/We further understand that false, fraudulent or misleading information disclosed above may be grounds for denial of tenancy or subsequent eviction.

Signed: _____ Signed: _____ Dated: _____
 Applicant Applicant Applicant