

## Owner FAQ'S

### When are statement posted to the portal?

- Monthly statements are available typically by the 30<sup>th</sup> of each month for the month prior.
- 4 general areas where rent money is applied:  
**Management Fee, Maintenance Expenses, Other Expenses, Owner Draw**

### Who pays for maintenance done at the property?

- Unless tenant is responsible for damages or negligence to the property, the owner bears the financial responsibility of paying for repairs
- **Even in cases that the tenant is responsible the owner must still bear the financial responsibility and wait to be reimbursed by the tenant.**

### Why do I not receive the security deposit?

- Rental Security Deposits are managed in accordance with Real Estate laws and regulations.
- The security deposit belongs to the tenant while the tenant is a resident in your property, or until forfeited in accordance with the law.
- Deposits are held in escrow or trust account by Real Property Management in compliance with the law.
- This ensures compliance with local laws regarding proper deductions and timing on the return of the Security Deposit to the tenant.

### How does the court process work?

- 5 Day pay rent notice is sent on the 6<sup>th</sup> of the month
- If no payment has been received by the 11<sup>th</sup> RPM will file for an Unlawful Detainer
- Day of court Judge will hear the case and determine the outcome. If possession is granted RPM will file the Writ of Possession, the Sheriff's Department has 30 days from receipt of writ to schedule the eviction.

### What is considered an Emergency?

Generally, state or local laws define an "emergency" as anything that must be fixed immediately in order to allow safe living conditions to the resident. Some examples include:

- No heat during winter months or air conditioning during hot summer months (Temps between
- Loss of power/water
- Flooding
- Clogged toilet when the unit ONLY has 1 toilet
- Security Issues (damage from break-in or from natural disaster)
- Legal notices from housing or city inspection departments

### When will I receive my monthly draw?

- Timing of disbursements is directly related to when the rent is received at the RPM office.
- Check runs are scheduled to be completed once per week.
- **IMPORTANT; Please note:** You may not be able to utilize the same month's rent payment to make your mortgage payment in the same month.
- **It is recommended that you have 2 months of mortgage payments in reserve in case the current month's rent payment is not disbursed to you in time to pay that month's mortgage.**

### How are maintenance request handled?

- Tenant places maintenance request
- Work order is emailed to owner, and assign vendor
- All communication and follow up is done in software, and an invitation should have been received to create your account. If invitation has not been received or has been lost please contact our office to have the invitation resent to your email. This will be your communication tool with the Maintenance Department and the Vendor assigned to the job directly.

#### CONTACT US

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