The Types of Turbulences On Rental Property\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(Ladies and Gentlemen serving Ladies and Gentlemen)**

**Let’s start with the Resident (Our customer)**

1. They lose their job or have to move before their lease is up for personal or business reasons.
2. Does not keep scheduled appointment with repairman.
3. Does not keep their appointment with company’s property inspector.
4. Cannot pay their rent on time.
5. They do not take care of the inside of property as agreed.
6. Monthly exterior inspections find resident is not taking care of landscaping properly.
7. They get a dog after they move into the property that does not allow pets.
8. Late fees aren’t paid immediately when owed.
9. Repair is resident’s expense but owner has to pay repairman first and then get reimbursed.
10. Resident vacates and owes more than security deposit being held.
11. Doesn’t comply with all CC&R’s (covenant, conditions and restrictions) in association governed communities.
12. We have to evict for non-payment of rent.
13. Residents may not want to pay rent increase.
14. Constant repairs from a particular resident.
15. Vandalism to property.
16. Resident damages the property

**Repairman/Sub-Contractors:**

1. Repairman does not call within 24hours to set appoint to come out to fix the item due to their schedule.
2. Resident moves in and you get charged for more work orders after you just paid for rehabbing the house when it was vacant.
3. Repairman does not show up for a schedule appointment.
4. Parts have to be back ordered.
5. Repairman does not return to finish the job when they said they would.
6. Repairman does not repair it right the first time.
7. Double bills for repair.
8. Does give itemized breakdown of time and materials.
9. Emergency items occur and we have to fix immediately and we can’t get in contact with the owner: *Example*: (Hot Water Heater)

**Owner of the Property (Our client):**

1. Owner does not send in funds timely to Management Company for repairs.
2. Delays the projected move out date by not moving out on time as agreed on contract.
3. Did not complete the repairs agreed to in contract when doing their own work before resident moves in.
4. Fails final inspection by Management One resident scheduled to move in.
5. Owner has to sell due to unforeseen situations.
6. Does not tell us the home is in foreclosure when we first sign contract to bring on a property.

**The Management Company**

1. Have no client control over Owner
2. Have no control over residents’ actions or lack of action
3. Property takes longer to rent than originally expected.
4. Maintenance items not resolved quickly enough.