



COMMONLY ASKED QUESTIONS

WHAT NEEDS TO BE DONE TO MY HOUSE BEFORE IT IS READY TO RENT?

The better condition a house is in, the better quality tenant it will attract. Your home must be left in a professionally cleaned condition as the tenants will be expected to do the same at move out. We prefer to arrange this cleaning to insure that the cleaning guidelines are strictly followed. The carpets must be freshly cleaned and all debris and personal belongings removed from the house.

It is not necessary to paint automatically, but you should consider painting any room that has dirty or marred walls. A neutral color is best. We will be happy to discuss any necessary repairs or painting with you. Neutral window coverings such as blinds should be left, but not curtains that match a particular bedspread or couch. Tenants moving into a rental property do expect some sort of window coverings to be provided for privacy and safety.

The tenants are generally requested to maintain the yard in the condition it is provided to them. Therefore, the yard should be freshly mowed, weeded, trimmed and the leaves and debris removed.

HOW WILL YOU FIND TENANTS FOR MY HOUSE? HOW LONG WILL IT TAKE?

We create an online webpage that advertises your property on over 10 rental sites including; Zillow, Yahoo, Hotpads, Trulia and several other national online advertising sites. In addition, we make daily postings to Craigslist.

A Property Information flyer is also prepared for your property with all necessary information and pictures. This information is given to anyone who sees the property, and is often emailed to people who have indicated an interest.

It normally takes two to four weeks to rent a home. It sometimes takes longer in the winter.

DO YOU COLLECT FIRST AND LAST MONTHS RENT?

The most common move-in cost in the Portland area is about two months rent. While you can collect first and last months rent, it is generally preferable to collect first months rent plus a security deposit. A security deposit can be used for any owner costs while a last month rent can only be used for rent.

At move in, it is explained to the tenant that their deposit is refundable less what it costs us to get the unit back into move in condition. No matter what, the unit and carpet will be professionally cleaned. Any touch up paint or damages will also be charged against the deposit.

The Security Deposit is held in a Clients Trust Account, as mandated by the Real Estate Division.

CAN I SAY THAT I DO NOT WANT ANY PETS OR SMOKERS IN THE HOUSE? HOW ABOUT CHILDREN?

Pets owners are not a protected class. However, by eliminating them you are probably eliminating 75% of the people in the market for a rental house! Being open to pets does make your property available to more potential renters. Additional deposits for pets generally run \$250.00 per pet. However, if you feel strongly about this issue, we will agree not to rent your property to pet owners.

We strongly recommend owners prohibiting smoking inside the rental as it is very difficult to get the smell out. We include an addendum in the rental agreement outlining the areas (if any) a tenant can smoke on the property. This decision is the owners to make if it is not already regulated by community by laws or regulations.

Children come under the protected class of “familial status” and it is not possible to discriminate in this way. Our application forms do not ask number or ages of any children.

WHAT HAPPENS IF THE TENANT DOES NOT PAY RENT ON TIME?

Rent is due on the first of each month and considered late after the fourth. More than 95% of the tenants pay their rent by the fifth of the month. If not paid by the eighth of the month, we will take the first step in the eviction process, which is to send the tenant a “72 Hour Notice” to pay the rent or vacate.

If they have not paid by the end of the notice period, we would notify the owner and file at the courthouse for a FED (eviction) hearing, which will be within ten days. We file for hearings on less than of 1% of tenants each year. You would pay initially for filing fees, which are later charged to the tenant. 99% of the time the tenant will pay or vacate before the court process is started. If an attorney is necessary in a contested FED, you will be responsible for any legal fees.

WHEN DO I GET MY MONEY EACH MONTH?

We collect rent the first of the month through the fourth. The rental funds must have cleared

our bank before we can begin disbursing funds. The Real Estate Division has deemed it necessary to wait two weeks for such clearance. We begin the payment of bills on the 10th. The statements to owners, along with their checks, go out no later than the 15th. The statement will have all activity on the account for the previous month.

HOW AM I PROTECTED IF THE TENANT DAMAGES THE PROPERTY?

The security deposit taken at move-in is there to cover any tenant damages. We typically require the amount of one months rent. Tenants who pass our screening criteria generally do not create any damages over the amount of the security deposit. Our screening company checks criminal, credit and eviction records as well as verifies employment and previous rental references.

Should the tenants leave the property owing more than is covered by the security deposit, they will be billed. If they do not pay, it will be turned over to a collection agency.

WHAT HAPPENS IF THE TENANT LEAVES BEFORE THE END OF THE LEASE?

The tenant is responsible for the rent for the term of the lease. If they choose to leave prior, they will be charged a lease break fee in the amount of 1 1/2 months rent. The lease break fee is due at time of notice but if the tenant refuses to pay, the money will be pulled from their security deposit and they will be billed for the remaining. If they do not pay, it will be turned over to a collection agency.

WILL I GET CALLED IN THE MIDDLE OF THE NIGHT WITH EMERGENCIES?

We will handle all emergency and non-emergency repairs. You will never be called in the middle of the night!

WHO DOES THE REPAIRS ON THE PROPERTIES YOU MANAGE?

CAN I USE MY OWN CONTRACTORS?

We use a variety of in-house and outside contractors depending on the jobs specific needs. Many of our vendors have been with us for years and are available 24 hours a day for emergencies. They work at competitive rates and are licensed and bonded as appropriate.

Mail

PO Box 28182 Portland, OR 97228

Physical

3330 NW Yeon Ave | Suite 110
Portland, OR 97210

Office 503.914.0717

Fax 503.200.1106

Email info@porterbrauen.com

Web porterbrauen.com