



**JS TAMERS**

**FREQUENTLY ASKED QUESTIONS**



# PROPERTY MANAGEMENT DONE BETTER THROUGHOUT SOUTHERN CALIFORNIA



After running his family's property management company for many years, Jordan Seltzer opened JS Tamers in 2010. Jordan wanted to take his years of experience and create a modern approach to property management. Jordan believed that property management companies were more focused on the volume of clients they had versus the quality of service they provided. From the moment you become a client of JS Tamers, you will never feel like just another client in our computer system. We believe our number one speciality is the customer service we give to our clients and to their tenants.



JS Tamers, Inc. is owned by Jordan Seltzer. Devin Lester (BRE# 01941516) is the Broker on Record for JS Tamers Property Management. JS Tamers employs account managers, property managers and maintenance support staff throughout Southern California.

## **What kind of attention will my property receive?**

Our personalized touch is what makes our properties extremely successful. All of our staff is extremely knowledgeable about each property, however to ensure personalized attention, each property has a designated point person for each owner with which they can communicate. A member of our staff will visit your property to attend to necessary items. A member of our team visits each property bi-monthly to ensure that everything is running smoothly. We come armed with a multi-page checklist. Once the checklist is completed, we will contact any current vendors with our notes of needed improvements and contact the property owner with any necessary items that need attention.

## **What are the responsibilities of JS Tamers?**

We can make all mortgage, property tax, insurance and utility payments from all rent proceeds. We will show and evaluate prospective tenants and sign the lease with new tenants. We will collect rent. Take all calls from tenants. Arrange for repairs and ensure they are completed properly. We will send appropriate notices to tenants for late or nonpayment of rent and violation of rules. Coordinate and oversee evictions. Inspect your property. Provide you with accounting of all money received and disbursed monthly, as well as keep your Client Trust Account for deposit money.

## **What are your management fees? What is included?**

Our management fees are different based on the type of property. Typically, multi-family properties tend to be a percentage of gross revenue, while single-family homes, associations and corporate rentals are a set fee. Any leasing fee will be discussed prior to a contract being presented. We will discuss all options with you and we will make every effort to work within your budget and meet your expectations.

JS Tamers is a full service management company. We include all property management and accounting services. Our clients and their tenants have access to our online portal which is included in our fees. Properties that need a live-in manager will be billed for the time that the employee works at the property. Maintenance charges will be billed at cost with absolutely zero mark ups.

## **How do I look at my financial reports?**

Our clients have access to an online portal that gives immediate property financials anytime.

## **When will I receive my distribution?**

Rent is due on the 1st of every month and late after the 5th. That said, property owners are paid after rent is collected and cleared. Rents collected by the 15th of each month will usually be disbursed between the 16th and 23rd of the month. Rents collected after the 15th of the month will usually be disbursed between the last day of the month and the 4th of the following month. We make every effort to disburse money as soon as we possibly can.

## **How do I ensure my property is kept in "rentable" or "saleable" condition?**

We will coordinate all repairs and walk through inspections needed to ensure your property is in top condition. From carpet and paint to changing locks, light bulbs and smoke detector batteries. We can handle everything. We don't charge for coordinating the repairs. The only charge is the cost of the work.

## **What will my property rent for and how long does it take to fill a vacancy?**

The rental market can be influenced by many factors including inventory, interest rates and general economic conditions. Rental rates are not an exact science but we conduct market surveys to ensure your property receives the best possible rent. We make every effort to have your property rented before the previous tenant moves out. We take vacancies very seriously and every effort is made to fill your vacancy as soon as possible.

On average, we rent all units in 2-3 weeks for residential properties and 4-6 weeks for commercial properties.

## **Who shows my property to prospective tenants? Do you perform credit checks?**

Our staff does. We handle everything from the initial phone call to the lease signing and move-in.

We require all prospective tenants to complete a rental application. We conduct checks on general background information which includes: previous landlords, employers, personal references and credit reports. We verify the applicants income and also check for derogatory information relative to police records, arrests, bankruptcies and court ordered evictions.

## **Do you provide leases to my tenants?**

We handle the entire leasing process. Additionally, our legal team is regularly consulted on our leases to ensure that each tenant is placed on the most current lease possible to adhere to California laws.

## **Do you handle the eviction process?**

We will handle everything from the very beginning until the possession of the unit is returned. We know all of the procedures to properly evict a tenant. We will use one of our lawyers that we have on retainer and you will be billed for the cost of the eviction process. We will not mark up any cost.

## **Do you manage all types of Associations?**

Yes we do! We have many years of experience and understand the differences between a Homeowners Association and a Neighborhood Association. We have handled all types of situations that come with taking over an Association and are prepared to resolve any ongoing problems.

## **As a property owner, how involved do I need to be?**

We strongly encourage our clients to take advantage of the fact that we are a full service management company. Our main goal is to do the worrying so that you don't have to. We will keep you apprised as little or as much as you would like. Anytime you wish to walk your property with a member of our team, we would gladly set up that appointment.

## **What separates JS Tamers from other management companies?**

We believe that our clients come first. Our accessibility to our clients and their tenants far exceeds other management companies. We guarantee honesty, transparency and commitment to everyone in our business. We truly understand that owners are placing their trust in our company with their property. We take that seriously and we work hard to earn the trust of every single property owner who signs a contract with us.

## **What is the process of signing a contract?**

We will send you a sample management contract for your review. Upon execution of the agreement, we will provide you with a list of required items which include banking information, tenant information (if applicable) and setting up a meeting at the property to obtain keys and perform a thorough walk-through with a member of our Executive Team.

## **Why is there a transition time before management begins?**

Management cannot begin until we have all of the information pertinent to your particular property. A transition period is critical to ensure we are set-up for success and a transition period is only as successful as the quality & timeliness of the information that is received. Details addressed during a transition period include tenant records, financial records, legal property documentation, vendor lists, outstanding bills, bank access and account authorization and merchant account set-ups.

## **What are your transition periods?**

Single family homes and Corporate Rentals: 14 calendar days.

Multi-family and HOAs with less than 75 units: 30 days.

HOAs with 75+ units: 45 days.



**WE LOOK FORWARD TO  
WORKING WITH YOU!**

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