

POLICIES & HIGHLIGHTS

American Real PM
13747 Montfort Dr. Suite 280
Dallas, TX 75240
Phone (469) 620-0400

- 1 Business day response policy to any and all inquires.
- Owner draws sent on the month they are received.
- Owners have 24/7 /365 access to their property information via a secure portal.
- Statements are available on the 10th of each month for the previous month.
- No management fees while the property is vacant.
- To date we have collected 97% of our rents by the 10th of the month. Maintaining this is our goal.
- Average vacancy 10-14 days with 2% vacancy historically.
- Average turnaround time for applications is 24 hours once complete.
- Complete background investigations done on prospective tenants
- Properties are marketed on as many websites as possible through our syndication partners and MLS.
- 24/7 emergency maintenance line.
- Troubleshooting of all issues with the property to mitigate unnecessary costs.
- Vendor relationships already in place with negotiated bulk pricing and no up-charge
- We handle all utility connections and disconnections.
- City and state requirements and regulations are administered while ensuring legal and code compliance.
- All HOA requirements and registrations completed by us.
- Less than 1% evictions historically. In the rare cases, we handle evictions in 30 days, on average.
- All new leases are digitally signed and recorded and attached to each property for quick secure access.
- Move in/move out inspections by the property manager with comprehensive photo documentation.

Feel free to contact us at any time if you have any additional questions or concerns, or simply want something clarified. We will be sure to get back to you within 1 business day.

Scotty Mitchell, American Real PM

