

# UTOPIA MANAGEMENT

The Quality Company® in Property Management



Thank you for your interest in Utopia Management. Utopia Management is a full service professional property Management Company. Utopia's property management services include, managing Single Family Homes, Condos, Apartment Buildings, Commercial Buildings, Office Buildings and provide accounting services for Home Owner's Associations. By choosing Utopia's Property Management service, you will be getting a qualified and professional staff delivered by a Property Management company at one of the lowest rates in town.

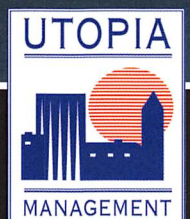
Our goal at Utopia is to create and maintain the financial success of your property (ies), while freeing you from the day-to-day management tasks. Our quality property management services are consistently updated to meet the changing demands of the marketplace.

The enclosed packet includes an outline of our Management Services, Utopia's "Professional Management Agreement", a "What We Need From You" form, sample of an "Owner's Statement", "Cash Flow Report" and "Marketing Flyer".

A representative from Utopia will be calling you to discuss your property and schedule an appointment to personally meet with you at your property. If you would like to contact us, you may do so by calling our office. Please let the receptionist know that you are interested in speaking with someone regarding our quality property management services.

Sincerely,  
Business Development Manager

**UTOPIAMANAGEMENT.COM**  
**(800) 294-4656**



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# UTOPIA MANAGEMENT

Single Family Homes and Condos



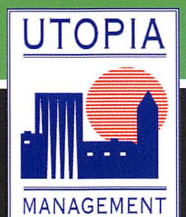
**Utopia Management® is the United States quality property management company of individual homes and condominiums.**

Utopia Management offers an extremely competitive management rate. Military and portfolio discounts available. (\*may vary by market). There are neither lease-up fees for placing the tenant, nor property set-up fees.

Utopia's marketing program, combined with our dominant position in the rental management marketplace increases traffic for your rental property. As a result, we are able to consistently rent properties, priced at current market rates, to qualified tenants in a short period of time, often renting the property prior to the previous tenant moving out. We understand that placing the right tenant is the single most important step in the process. All rental applicants are thoroughly screened by running industry-specific credit reports and by verifying employment and previous rental history. We offer complete and comprehensive management, marketing and maintenance services, which allow our clients to live and work around the world with confidence in Utopia Management's expertise. We handle maintenance issues, maintain tenant access to 24-hour emergency service, provide full financial accounting, pay bills, collect rents, enforce lease provisions and handle move-in and move-out inspections. Utopia also provides our owners with an optional "Eviction Protection Program" to help offset the costs of evictions. Along with this program, Utopia has access to free expert legal counsel who advises and updates us on Landlord-Tenant Laws. After providing us with some detailed information about your property and reviewing this package, the next step is to meet with a Utopia Management representative at your property. The meeting is to view your property, advise you on the current rental rates of comparable properties in your neighborhood/ area, take pictures to post on our website, and answer any questions you may have regarding our management services. A signed contract and set of keys to your property is typically all we need to begin our leasing and management services.

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# UTOPIA MANAGEMENT

## Outline of Management Services



### Marketing

We create an extensive web presence for your rental property by placing your property on multiple rental websites. Beyond web traffic, we also use property signage and our dominant position in the rental management marketplace increases exposure for your rental property. As a result, we are able to consistently rent properties, priced at current market rates, to qualified tenants in approximately thirty days.

### Tenant Screening

We only place the best possible tenants in your property. Our thorough screening process for rental applicants has consistently kept our eviction rate very low. Utopia® also provides our owners with the optional "Utopia Eviction Protection Program" for further piece of mind. Prospective tenant screening includes running industry-specific credit reports, verifying employment, income and previous rental history. We run credit reports on all applicants age 18 years or older. This report includes a search for prior evictions. We verify driver's licenses, social security cards and pay stubs as well as contact their prior landlords for confirmation that they have been good tenants in the past. As a management company, we have many procedures to eliminate problem tenants prior to ever renting to them. Placing the right tenant is the single most important step in the process.

### Management

Your property will be assigned a management team that specializes in your property's area. Having a manager with specific market knowledge is extremely valuable in assessing rents and knowing local market trends. Your assigned management team will offer suggestions to make your property rent-ready, or to enhance the appeal of your property. If your property is not currently in rent ready condition, your management team can help you with this process to ease the transition into management. Our managers have years of industry specific experience and have a wide array of procedures to shield owners from unnecessary liability and help tenants feel they are being well looked after.

### Maintenance

Utopia is very flexible with regards to maintenance. We outsource much of your property's maintenance needs to a preferred list of vendors, some of which we have been using for over fifteen years. This relationship and purchasing power helps Utopia's clients get a better than market price for most of the work that is requested. Utopia has a general contractor's license (#792427) and completes work through our own maintenance technicians when that work is difficult to outsource or when we feel we can complete the work at a lower price than an outside vendor.

### Accounting

Our accounting department provides owners with monthly financial statements confidentially posted to your own web portal. The monthly statement includes all financial activity and copies of the bills we paid on your behalf. This same report also has year to date information, so your December statement has all of your annual figures for tax purposes. If you ever have questions regarding your statement, you can contact one of our helpful accounting staff members.

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# UTOPIA MANAGEMENT

Professional Marketing

## A/C Cul-de-Sac Home with Master Retreat and Bonus Room in gated Torrey View!

3  
BEDS

2.5  
BATHS

\$3,995  
RENT

800.294.4656 x1120  
<http://www.utopiamanagement.com/>



### PROPERTY ADDRESS

3787 Torrey View Ct.  
Pleasant, TW 10000

SQUARE FEET: 2,818 AVAILABLE: —

### DESCRIPTION

This air-conditioned home on cul-de-sac in the gated 'Torrey View' community has 2819sf and 2 additional bonus rooms. There is a formal entry, a living room with cathedral ceiling, formal dining area, family room with built-in entertainment center and fireplace, family dining room with built-in buffet, kitchen with step-in pantry, under-cabinet lighting, Silstone counters, pendant lighting over eat-at countertop, stainless appliances including refrigerator, gas range, double oven with convection feature, dishwasher and built-in microwave, a large bonus room on 1st floor, and a master retreat on 2nd floor consisting of the master bathroom white tile counters, dual sink vanity, shower and separate jetted tub, spacious bedroom with walk-in closet with cedar wall feature, and private access to a super-sized bonus room with built-ins along one wall and overlooking stairwell on one side. Additional 2 upstairs bedrooms have Jack 'n Jill bath between them and one bedroom consists of 2 spacious areas. Other features include beautiful Beech hardwood flooring in living areas and bonus rooms, tile in baths, and neutral carpet throughout second floor bedrooms, leaded glass windows, Waterford crystal chandelier and wall sconces, tankless water heater and water filtration system. Home is wired for alarm system and surround sound in family room and upstairs bonus room. The laundry room on 1st floor has deep sink and HE washer and custom dual-level dryer with clothing racks and steam feature. The fenced backyard and side yard wrap around the home and features easy-care faux turf, a water fountain on timer, and the elongated patio has a rubberized soft-surface coating. Plus owner is leaving a Mesa Grill Table and spa for tenant enjoyment. 2-car attached garage has storage. Tenant pays for all utilities. Two small pets allowed with restrictions.

### AMENITIES

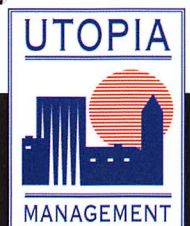
- 2-car garage
- Stainless Appliances
- Refrigerator
- Dishwasher
- Gas Range
- Hardwood Floors
- Carpet & Tile Flooring
- Private Spa
- Washer & Custom Dryer
- Fireplace

### RENTAL TERMS

Rent	\$3,995
Security Deposit	\$4,000
Application Fee	\$45



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## Owners Statement

**John and Mary Smith**  
2409 Homesite Drive  
San Diego, CA 92139

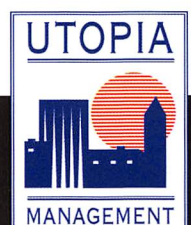
**Properties: Oceanpark**  
123 Seaview Lane  
Anywhere, CA 90000

Date	Payee/Payer	Type	Reference	Description	Income	Expense	Balance
				Beginning Cash Balance as of 4/1/2014			2,000.00
4/1/2014	Tenant ABC	Receipt	197	01-Rent	2,000.00		4,000.00
4/4/2014	Menas HOA	Check	20534	HOA Dues April		71.00	3,929.00
4/6/2014	SDGE	Check	20535	Gas & Electric - 03.28.2014 - 04.28.14		83.00	3,846.00
4/8/2014	Helix Water District	Check	20538	Water & Sewer		120.00	3,726.00
4/9/2014	Las Palmas Pool	Check	20542	Pool Service		60.00	3,666.00
4/10/2014	Utopia Management	Check	20595	Management		160.00	3,506.00
				Ending Cash Balance			3,506.00
<b>Total</b>					<b>2,000.00</b>	<b>494.00</b>	

### Property Cash Summary

Required Reserves	2,000.00
Prepaid Rent for Future Rent	0.00

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# UTOPIA INSURANCE

## Landlords Insurance Policy

### Become a Landlord With Peace of Mind

**Not all insurance policies are created equal.** Standard property insurance policies assume that the homeowner lives in the property. Landlords, on the other hand, rarely ever live in their rentals and therefore need a different type of policy – a **Landlord Insurance Policy**. In fact, most Landlords don't realize that if they file an insurance claim on a rental, but the policy is NOT listed as a Landlord Policy, the insurer can deny the claim.

**Why the Difference?** It's simple really...because there are different risks involved with rentals vs. homeowner occupied properties. Landlord Policies account for typical issues that a Landlord might have – such as “loss of rent”.

**Always Be Prepared!** Being a Landlord can be a great way to make a living, but it is so very important that you make sure you're completely covered if something goes wrong – even if the chances are remote. It's essential to have the proper insurance policy in order to keep you from unnecessarily losing money or assets that may be impossible to recoup.

Listed below are the most important clauses that you need to consider when creating/converting your Landlord Policy.

**1. Dwelling Coverage**Dwelling coverage is the most basic type of home insurance. Dwelling coverage insures just that, the dwelling. It will protect you against financial costs related to structural damage of your property in the case of a covered peril.

**2. Personal Property Protection (Contents)**Personal property coverage is essential if you're renting a furnished apartment, but many Landlords prefer to have it even if they rent empty units. Content coverage typically protects you against damage to carpets, curtains, furniture, domestic appliances, household goods, and light fixtures.

**3. Fair Rental Income Protection**Rental default insurance, sometimes known as loss of rent, is a type of insurance that allows you to collect the rental amount of the property for a certain length of time if you are unable to do so because of a covered claim or catastrophe.

**4. Legal / Liability / Medical Coverage**Self a tenant or employee – even a contractor working on a part-time basis – sues you for damages, legal and liability coverage can keep you from having to go out-of-pocket. This is generally coverage that every Landlord should have, as it's easy to build up huge legal fees or be forced to pay large settlements for things that are largely out of your control.

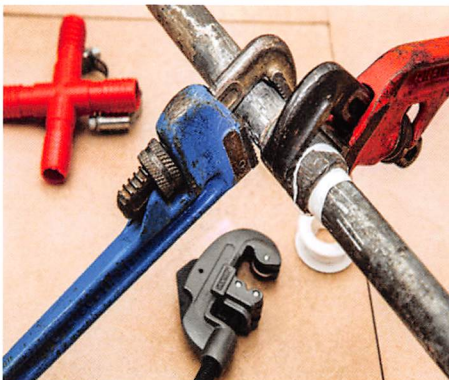
Landlord

Renters

Commercial

Auto/ Recreational

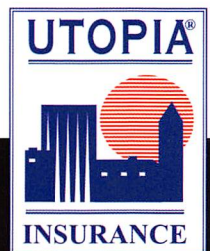
Marine/ Aviation



[insurance@utopiainsurance.com](mailto:insurance@utopiainsurance.com)

UTOPIAINSURANCE.COM

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# UTOPIA MANAGEMENT

## How to Get Started

### HOW TO GET STARTED AND WHAT WE WILL NEED FROM YOU !

1. **Executed Management Agreement.** Complete Online, Scan/Email or Fax Management Agreement as follows: Initial each page bottom R corner, Complete and Sign last page of Agreement. (**Online [www.utopiamanagement.com/property-management-agreement](http://www.utopiamanagement.com/property-management-agreement)**).

Upon receipt, we will Schedule an Appointment to:

- a) Take photos of your property and amenities for Internet advertising.
- b) Install a Utopia Lockbox with 1 set of property keys and install professional 'For Lease' sign on the property.
- c) Complete a **Property Profile**, including property features, amenities, complex and/or area features i.e. schools, parks, shopping for our file and ads.

2. Within 7—10 days, please Fax or E-mail these to us for Lease Attachment and Enforcement:

- a) **Copy of Home Owner Association (HOA) Rules & Regulations** (if applicable)
- b) A copy of **HOA's Tenant Registration Form** (if required by HOA Management Co)
- c) **Name & telephone number of HOA Management Company and Manager**

3. **Keys , Remotes, and Security Cards** are needed for:

<i>All Doors</i>	<i>Mailbox</i>	<i>Swimming Pool / Amenities</i>
<i>Laundry</i>	<i>Storage</i>	<i>Garage Remotes &amp; Coded Entry</i>
<i>Gate Card</i>	<i>Access Codes</i>	<i>Parking Permits &amp; Assigned Space Numbers</i>

4. **Vendor Contracts/Services:** Please provide a list of names and telephone numbers for all other contractual service providers (i.e. gardener, pest service contractor, propane provider, laundry service provider.

5. **Property Insurance:** One of Utopia's insurance professionals will contact you shortly with your property's insurance requirements. Here is their contact information:

**Utopia Management Insurance Services**

**Direct: (858) 836-2736**

**Fax (858) 836-2737**

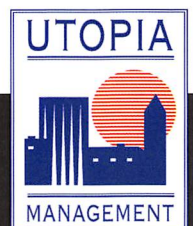
**Email: [insurance@utopiainsurance.com](mailto:insurance@utopiainsurance.com)**

6. **Smoke Detectors & Carbon Monoxide Detectors:** are required by law to be installed within the Rental Property prior to rental. Utopia will advise, and quote installation cost if needed.

7. **Current Rental Files** (if applicable): A complete copy of tenant' (s) files, including rental agreements, relevant or pertinent documentation//correspondence i.e. tenant'(s) credit applications, notices sent to/or served upon tenants, file notes, and current rent roll on multiple units.

8. **Optional Payments:** You may request Utopia make recurring payments (i.e. mortgage, Insurance, or HOA fees) from rent proceeds. Upon approval, they will be reflected on your monthly stmt. Please provide one copy of invoice/ statement for each payment upon sign-up.

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