

2024

**Property Management Services
Informational Packet**



High Country Realty Professionals
1207 Adams Avenue
La Grande, OR 97850

Greetings property owner,

Thank you for considering High Country Realty Professionals to manage your investment property. This packet is designed to inform you about what our services will include as your property manager. It will hopefully answer a lot of questions you may have, and answer a few you didn't know you had.

Our office prides itself on providing superior service to our clients; helping them to maximize the return on their investment property by keeping rents up to date with market rates, and putting our applicants through a rigorous tenant-screening process. After more than 12 years of experience managing investment properties in Union County, client service and satisfaction remains our top priority.

Currently, the demand for quality rental housing in our market far outweighs the supply. Our office has consistently maintained a waitlist of prospective tenants for rental units of all sizes and rent rates. So, if you already own an investment property, or are considering getting into one, NOW is the time.

We look forward to potentially working with you and managing your property! Please take time to review this packet to see how we do business. And please feel free to call or email with any additional questions - or to setup an in-person meeting.

Sincerely,

Ashley O'Toole
Licensed Broker, Property Manager
High Country Realty Professionals



“So, what does a property manager do, exactly?”

The State of Oregon defines duties & responsibilities of “management of rental real estate” in two parts:

■ **Representing the OWNER of real estate in the rental of the real estate includes but is not limited to:**

- A. Advertising the real estate for rent or lease;
- B. Procuring prospective tenants to rent or lease the real estate;
- C. Negotiating with prospective tenants;
- D. Accepting deposits from prospective tenants;
- E. Checking the qualifications and creditworthiness of prospective tenants;
- F. Charging and collecting rent or lease payments;
- G. Representing the owner in inspection or repair of the real estate;
- H. Contracting for repair or maintenance of the real estate;
- I. Holding trust funds or property received in managing the real estate and accounting to the owner for the funds or property;
- J. Advising the owner regarding renting or leasing the real estate;
- K. Providing staff and services to accommodate the tax reporting and other financial or accounting needs of the real estate;
- L. Providing copies of records of acts performed on behalf of the owner of the real estate.

■ **Representing a TENANT or prospective tenant when renting or leasing real estate includes but is not limited to:**

- A. Consulting with tenants or prospective tenants about renting or leasing real estate;
- B. Assisting prospective tenants in renting or leasing real estate;
- C. Assisting prospective tenants in qualifying for renting or leasing real estate;
- D. Accepting deposits or other funds from prospective tenants for renting or leasing real estate and holding the funds in trust for the prospective tenants;
- E. Representing tenants or prospective tenants renting or leasing real estate; and
- F. Offering or attempting to do any of the acts described in this paragraph for a tenant or prospective tenant.
- G. Representing the owner in inspection or repair of the real estate;
- H. Contracting for repair or remodeling of the real estate.



Comprehensive Web Marketing

Your property can be listed on all of the following sites:



Listing example from zillow.com for a single-family home in La Grande:

402 Allium St
La Grande, OR 97850

For Rent \$1,000/mo
Rent Zestimate® \$1,281/mo
Deposit & Fees 500.00

Beds: 3
Baths: 2
Sqft: 2,400
Lot: 11,761 sq ft / 0.27 acres
Type: Single Family
Year built: 1964

Parking: --
Availability: now
Lease term: ContactForDetails
Cooling: --
On Zillow: 10 days

Contact property manager
Ashley O'Toole
John J Howard and Associates
Call: (541) 663-7187

Your Name
Phone
Email Address

Include your Renter Profile to get top priority with property managers.

Do you have any pets?
When do you plan to move?

Show more questions

Contact Property Manager

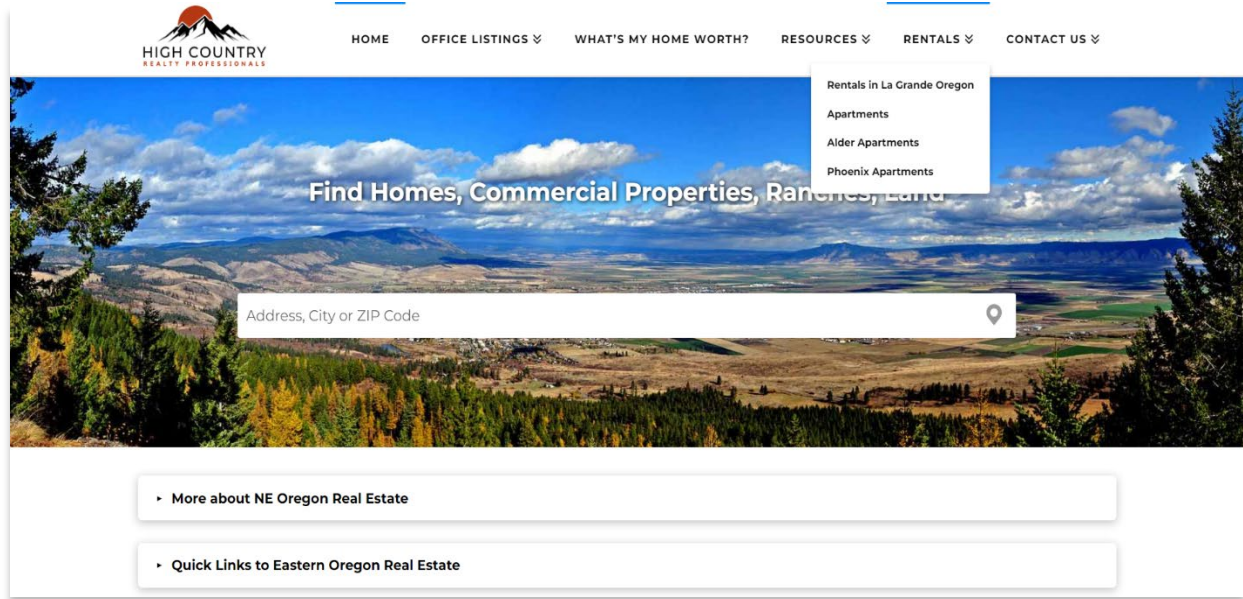
Post your home for rent on Zillow



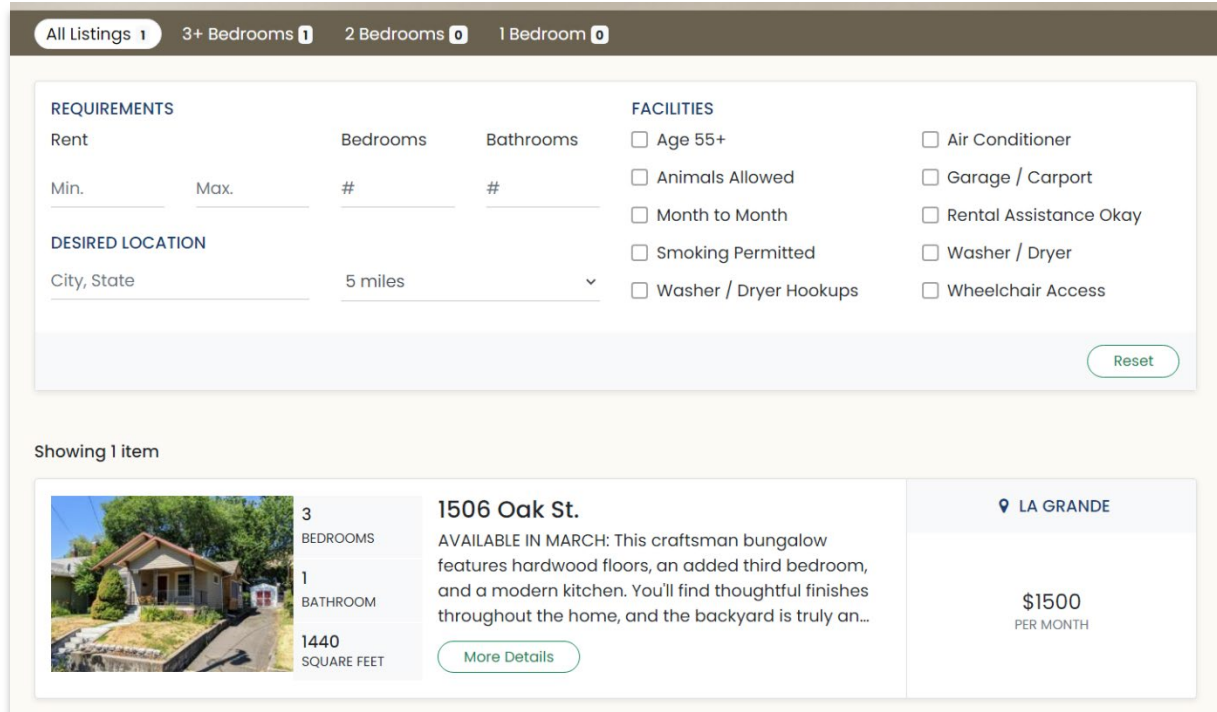
Over 500 views in 10 days on Zillow.com



***Vacancies are also listed on the office website.
120,000 unique visitors a year and counting!***



Hovering over “Rental Properties” above, leads you one of our comprehensive listing pages including the one below for homes:



Using our modern, web-based property management software, managing your property will be simple and streamlined.

- **We'll have the ability to generate nearly 30 different reports for both property owners and tenants. Types of reports readily available for property owners include:**

Income/Expense statements
Property Performance charts/graphs
Breakdown of security deposits
1099 Tax Assistant

Account Summaries
Rent Rolls
List of tenants/delinquent tenants.
Schedule E Tax Assistant

Property Performance Chart SAMPLE:



- **Comprehensive Tenant Screening:** As your Property Manager, we will set a high standard for any prospective tenants. In addition to a reference check with their prior landlord, and confirmation of the applicant's monthly income, we'll also perform a full credit check and criminal background check – giving you that additional piece of mind.
- **Maintenance/Repairs:** Any repair/maintenance requests from the tenants will be handled by the property manager using our list of trusted local vendors. Final approval by the property owner[s] can apply to ALL repair requests, or only for repairs above a set dollar amount. A yearly budget for grounds maintenance can also be handled by the manager.
- **We Draft a Custom Property Management Agreement Based on Your Needs:** Want us to take over the management of your property but still want to handle maintenance issues yourself? No problem. Do you have a specific pet policy for your property? No problem. We are ready to work with you to ensure you are getting exactly what you want out of your property management experience.
- **Compensation:** The Property Manager will perform all of the services listed above for a commission of 10% of the Gross Monthly Rental Income for single-family homes and duplexes. If the home is already tenant occupied at the time of our agreement, there will be a one-time \$300 setup fee. If the home is un-occupied at the time of the agreement, management will charge half of the first month's rent upon securing a tenant (to cover costs of time, marketing, showings, tenant screenings, etc.), followed by 10% of each month's rent thereafter.



ASHLEY O'TOOLE - LICENSED BROKER & PROPERTY MANAGER.

Originally from St. Louis, Missouri, Ashley O'Toole joined the United States Navy after high school and was stationed in Ventura, California for six years as a Navy Seabee. From there he was deployed to several different countries executing various construction related projects usually in support of the Marine Corps. In 2008, Ashley was deployed to Iraq. There he was a vehicle commander on a convoy team that successfully completed 180 missions covering more than 23,000 miles cross-country. During his time in the Navy, Ashley was a three-time recipient of the Navy-Marine Corps Achievement Medal, a two-time recipient of the Good Conduct Medal, and was honorably discharged in 2009.

After his time served in the Navy, Ashley relocated to Hollywood, California to pursue an education and career in the music industry. While living in Hollywood, he also found success as a Hollywood Tour Guide; and after only two years, was named 'best tour guide in Hollywood' by Hollywood Reporter Magazine. However, after three years in Hollywood, it was obvious that the fast-paced, smoggy life of the big city wasn't a good fit personally.

Ashley moved to La Grande, Oregon in the fall of 2012 to be with his closest friends from the Navy, and to reconnect with the great outdoors. While living in La Grande, Ashley has become very involved in the community; participating in various organizations and committees including the La Grande Main Street Downtown program, The Union County Chamber of Commerce and the Grande Ronde Symphony Orchestra. He is also a founder of the Eastern Oregon Beer Festival and the La Grande New Year's Eve Block Party. Ashley has also been the board chairman of the Liberty Theatre Foundation in La Grande since 2019. In the spring of 2015, Ashley welcomed his son, Harrison to the world. He and his wife Courtney currently live in La Grande, and in late 2022 they were blessed with their daughter, Lillian Marie.



**ASHLEY
O'TOOLE**
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Serving Union County since 2012

