

PROPERTY MANAGEMENT **SERVICE PROPOSAL**

Welcome to Property Management of Louisville!

We're thrilled to showcase our expert property management services tailored to meet your needs. Our team is committed to delivering reliable, efficient solutions that maximize your investment and ensure tenant satisfaction.

Explore the following pages to learn how we can help your property thrive.



PROPERTYMGMT
of LOUISVILLE
Management · Maintenance



2026

www.pmoofl.com



Brian Stocker
Principal Broker
PMOFL/PML Real Estate Group



Rodney Skoog
VP Customer Experience Dept
PMOFL



Chris Palmer
VP Maintenance Dept.
PMOFL

Founded in 2006 with just two employees and 50 units, Property Management of Louisville began as a small operation focused on managing properties within the Louisville area.

Over the years, we steadily grew both in team size and the number of units under our management. In the midst of the housing crash, we seized an opportunity to partner with local banks, helping to manage their Real Estate Owned properties.

As the economy recovered, we continued to foster these partnerships and expanded our reach, serving both local and out-of-state investors.

As we enter our 19th year in business, we are a thriving company with a dedicated team of 30+ employees, split between office and field roles, managing nearly 1,600 units across Louisville and Southern Indiana. Our portfolio spans single-family homes to multi-family properties, and through years of exceptional service, our reputation has naturally spread, reflecting our personalized, customer-focused approach to property management.

With a history built on growth, innovation, and client trust, we continue to foster lasting relationships with investors and property owners to ensure their success, and are available to provide references if needed. We look forward to the opportunity to work together and help you achieve your goals.

Sincerely,

Brian Stocker

Brian Stocker
Principal Broker
Property Management of Louisville
PML Real Estate Group



FEE STRUCTURE

	<u>1 UNIT</u>	<u>2-11 UNITS</u>	<u>12+ UNITS</u>
ADVERTISING FEE	\$125/Month	\$125/Month	\$125/Month
MANAGEMENT FEE	9% or \$125 Max	8% or \$125 Max	7% or \$125 Max
LEASING FEE	\$750 or ½ First Months Rent	\$750 for SFH \$375 for Multi	\$750 for SFH \$375 for Multi
SOFTWARE FEE	\$25/Unit	\$25/Unit	\$25/Unit
RENEWAL FEE	\$75	\$75	\$75

AGREEMENT SIGNED, NOW WHAT?

Welcome Email sent with next steps and key contact information will be provided.

Vacant

Maintenance team completes initial inspection.



Inspection report and cost estimate sent to owner for approval.



Work is scheduled and required materials are procured.



Repairs are completed; owner is notified and provided with photos.



Final invoice is issued, and marketing/leasing efforts commence.

Occupied

Tenants are notified of the management change via direct contact and a welcome letter posted at the property.



Leasing coordinates with tenants to set up their new online portal for rent payments and maintenance requests.



Noah Weber

Business Development Manager

nweber@pmofl.com

LEASING DEPARTMENT

LEASING

- We thoroughly screen all applicants, including income verification, background checks, criminal history review, and confirming no prior evictions within the past 7 years.
- The leasing department manages all inbound tenant calls, questions, and customer service needs, including creating and submitting maintenance requests on behalf of residents.
- Our team handles every step of the move-in process — holding deposits, collecting first month's rent, preparing lease documents, and coordinating detailed tenant move-in inspections.
- We coordinate with property owners 90 days before a lease expires for renewal approval, then send renewal offers to tenants 60 days prior to expiration.
- We schedule and complete annual inspections, coordinate tenant move-outs, collect keys, and perform final deposit reviews according to statutory timelines.



Katie Azzara

Leasing Manager
kazzara@pmofl.com

RENT COLLECTION

- Rent is due on the 1st of the month and late after the 5th
- \$75 late fee applies after the 5th
- 7/10-Day letter mailed via certified letter: \$10 fee
- Evictions processed - \$395 attorney fee plus court costs, \$150/setout filing, and one contractor per bedroom for setout
- Convenient payment options for residents, including online payments via the resident portal, in-person payments at our Clifton office, by mail, or through the night dropbox.



Chad Gueda

Tenant Relations
cgueda@pmofl.com

ADVERTISING

- Maximize your property's potential with cost-effective, targeted advertising that delivers exceptional results.
- In-house media design for high-quality promotional materials.
- User-focused website featuring "Search Rentals" as the main feature, showcasing your property's photos, 3D tours, and promotional videos for a seamless experience.
- Utilize a variety of marketing channels, including social media, online advertising, print media, direct mail, and branding on all move-in materials.
- Offer video tours of most properties as they become available, shared across social media platforms.
- Exceptional customer service, both in and out of the office, with a showing system that allows prospective residents to self-tour properties at their convenience.
- Streamlined online leasing process with an interactive website, enabling local and non-local prospective tenants to complete applications easily.



MAINTENANCE DEPARTMENT

MAINTENANCE SERVICES

- Keep property owners informed of any repair costs over \$500, ensuring transparency and accountability.
- Ensure consistent communication with property owners before, during, and after maintenance to keep them well-informed.
- Provide 24/7 emergency service for residents, ensuring urgent needs are addressed promptly.
- Review and assign service requests quickly and efficiently to maintain a smooth process.
- Oversee and manage all repair work, ensuring timely completion and high-quality results.
- Assist with insurance claims related to property damage, facilitating a seamless experience.
- Follow up with tenants to confirm satisfaction and ensure that maintenance issues are resolved to their satisfaction.
- Utilize RentCheck for seamless Annual Pre-Lease Renewal inspections, where residents complete a detailed inspection of their unit, providing property owners with a comprehensive view of its condition to help determine renewal decisions.



Sarah Mattingly
Maintenance Manager
smattingly@pmofl.com



Kent Smallwood
Maintenance Manager
ksmallwood@pmofl.com

MAINTENANCE RATES

- Recurring Labor: Starting at \$50/hour plus materials
- Licensed/Specialized Labor: Minimum \$95/hour +
- Emergency Services: Approx. \$120/hour + (depending on needs)
- Annual Pre-Lease Renewal RentCheck inspection: \$49.50 per unit.



ACCOUNTING DEPARTMENT

FINANCIAL SERVICES

- At mid-month, we deliver a comprehensive package including an income statement, an owner statement, and a maintenance report to ensure you are fully informed about all financial activities and property management efforts.
- For larger community owners, we provide secure, web-based access to real-time financial data and maintenance tracking through the Yardi software platform for larger community owners. These owners receive personalized login credentials, enabling them to directly access detailed financial records and current maintenance updates.
- We prioritize compliance with all IRS regulations and handle the preparation, filing, and submission of 1099 forms for all vendors associated with your properties.
- Our mission is to equip you with the tools and insights necessary to manage your investments with confidence and efficiency.

OWNER DRAWS

- **Proceeds Disbursement:** By the 20th of each month.
- **Reserve Fund:** \$100/unit will remain in the operating account for maintenance.



CONTACT INFORMATION

OFFICE ADDRESS:

1815 FRANKFORT AVE., LOUISVILLE, KY 40206

MAILING ADDRESS:

PO BOX 7992, LOUISVILLE, KY 40257

CONTACT INFO:

- **PHONE: (502) 895-9136**
- **LEASING: LEASING@PMOFL.COM**
- **MAINTENANCE: MAINTENANCE@PMOFL.COM**
- **ACCOUNTING: REPORTS@PMOFL.COM**

OFFICE HOURS:

MONDAY – FRIDAY: 8:00 A.M. - 4:00 P.M.

WEBSITE:

WWW.PMOFL.COM

***YOUR TRUSTED PARTNER IN PROPERTY SOLUTIONS
AND REAL ESTATE INVESTMENT.***