



CAL WEST - H.M.S. PROPERTY MANAGEMENT

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CAL WEST - H.M.S. PROPERTY MANAGEMENT
5589 Winfield Blvd. #130
San Jose, CA 95120
(408) 978-5466 or (408) 997-7100

Visit us online: www.calwestrents.com

Who We Are

Our Focus and Scope:

In the early 1980's Cal West Property Management and H.M.S. Property Management were hard at work creating and perfecting property management solutions for their clients. Little did they know that one day they would be working together. Julie Luci-Collins came to work for her father on September 11, 2001. What a day! Not long after that Robert Collins came on board and the family business was passed down. Since then Cal West has served with integrity and vision. Starting out as experts of Willow Glen neighborhoods Cal West soon mastered other markets like Cambrian and the Rose Garden. Today our footprint covers properties in Gilroy, San Jose, Milpitas, Santa Clara and Mountain View, Sunnyvale, Los Gatos and Campbell. Recently Cal West acquired H.M.S. Property Management and our office was relocated to accommodate the staff of both companies. Cal West specializes in homes, apartments, condominiums and multi-unit dwellings. H.M.S. Property Management specializes in single family and multi-unit buildings. Now that Cal West and H.M.S Property Management have joined forces clients will benefit from the kind of collaboration that comes with over sixty years of combined experience. Cal West –H.M.S. are stronger together than we could ever be apart.

“Serving with Responsibility, Caring for Your Needs” – was always more than just a motto; it was the way of doing business. CAL WEST - H.M.S. has been a leader in Property Management. For over three decades. We exist to make the process worry free for our clients and to protect their investment at the same time.

Serving with Responsibility: incorporates the knowledge, versatility, diversification, and stability of CAL WEST - H.M.S.

Caring for Your Needs: *caring*, compassionate, friendly, and helpful characteristics of our communications and office environment at CAL WEST - H.M.S.

Our Advantage is peace of mind

In 1998 H.M.S. Development, Inc. was awarded the prestigious designation of Certified Residential Management Company (CRMC), which is an honor bestowed on less than 25 other companies nationwide. H.M.S. is recognized across the country as a leader in professional property management. We know the market and how to get you the best rent (and the best tenants) for your property.

The Cal West - H.M.S. staff is here to assist you and comes with years of experience. Each property manager is licensed by the California Department of Real Estate. Our accounting system is consistently upgraded and we continue to stay current on trust accounting requirements as defined by the California Department of Real Estate. Above all, we are here to guard your investment.

Visit us online at www.calwestrents.com

“Stronger Together”

Quality Services

When choosing a professional team to work with you in protecting and managing your investment property, consider these “Top 10” important dimensions of quality service upheld by CAL WEST - H.M.S.:

1. Thorough Property Evaluation
2. Attraction of Qualified Tenants
3. Careful Tenant Screening and Selection
4. Tenant Education
5. Use of Comprehensive Legal Forms For Your Protection
6. Provision of Rent Collection Services
7. Complete Security Deposit Handling
8. Comprehensive Accounting Services
9. Periodic and Transitional Property Inspections
10. Repair Services and Maintenance Contracting

You can read more about this “Top 10” list at www.calwestrents.com

“Stronger Together”

Policies

There are five reasons a property remains occupied: Location, Price, Terms, Condition of Property, and CAL WEST - H.M.S. Property Management as your property manager.

Following are some policies that have put CAL WEST - H.M.S. first in the competitive field of property management:

- ✓ *Precise Accounting and Record Keeping*
- ✓ *Consistent Rent Collection*
- ✓ *Low Vacancies*
- ✓ *Timely, Competitive Maintenance and Repairs*
- ✓ *Ensure Proper Insurance*
- ✓ *Security Deposit Retention and Collection*
- ✓ *Fair Management Fees*
- ✓ *Reasonable Leasing fees and Reserves*

CAL WEST - H.M.S. knows what it takes to manage your property for your maximum benefit. We are specialists in the management of single family homes and other multi-unit, residential rental property.

CAL WEST - H.M.S. Property Management is a division of Cal West Asset Management, Inc. We retain experienced property managers with over 15 year's experience. We are here to responsibly serve you as we care for your property management needs.

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Rates

Our fees are negotiable based on the following:

- Location
- Condition of the property
- Rental income
- Number of units

CAL WEST - H.M.S. is a full service company, offering a wide range of services to meet your property needs:

- Our monthly fee consists of a percentage of the gross monthly rents
- We inspect the property (at no extra charge), and determine your investment objectives before giving you a specific price for service.
- A leasing fee is a charge upon a turnover of the property at 20% of the first month's rent.
- A reserve is also required which is used as a buffer for emergency maintenance on your property.
- CAL WEST - H.M.S. Property Managers are backed by the entire team to ensure that your property receives all the care and attention it deserves with all the resources and experience you expect.

Call CAL WEST - H.M.S. today to speak with one of our property managers about getting you the best service available for the most reasonable price: (408) 978-5466 or (408) 997-7100.

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References

Referrals and references are the greatest driving force of any good business. We have gathered feedback from our owners through customer surveys, emails, letters, and phone calls. The following is a sampling of some of the direct responses we have received over the years:

"Robert has always kept us informed on all issues with our rental property. When issues come up that need repair or replacement, Robert always obtains bids, makes good suggestions to us and has been a good steward of our property. We value what he and the company has done for us and hope he will continue to be our manager." - Mike R.

"We have been working with Cal West for over 10 years, good professional team, highly recommended." - Anu B

"Before we even had a contract with Cal West, their plumber came out within an hour when our plumber couldn't make it. Everything has gone as smoothly as possible considering our circumstances." - David and Heidi K.

"My rental property in San Jose is a small house in the Rose garden area. When it needed repairs and upgrades to the tune of \$ 30,000 plus three years ago and being an out-of-town owner, I knew that only a property management company could handle to find the tenant I envisioned, keeping an eye on the place, taking care of bills & paperwork and getting a check to me on time every month. The unhappy experience I had with the previous agency for 8 years left me uncertain of whom to approach to take over management. Following up on solicitation letters from several companies and meeting with employees was not satisfactory. My next step was the good, old yellow pages Following my instincts, I chose to call Cal West Asset Management and met Robert at the house. Being ever cautious, my son and I had many questions, and at the end we agreed that Robert's company was the right one for us. To this day, it has been a friendly, professional relationship, with Robert and his wife Julie - she's the best - at the helm, from the office staff to the gardener and contractors for various repairs, it all has been and always is a pleasant experience. I am grateful to Cal West Asset Management for fulfilling my expectations and at times, for putting up with me. THANK YOU !!" - Astrid L.

References continued...

"Our family has been living in the same unit since 2002 so we have been tenants of Cal West for a little over a decade now. Whenever we needed something repaired they were always very responsive. For non-emergencies we call the office and if it is during work hours, someone is always there to pick up; otherwise, they always returned my call the next business day. For emergency calls we call the pager # and Robert usually returns the call back within an hour (even on weekends). Cal West definitely shows professionalism whenever working with them; I would recommend their services to anyone. Definitely glad that I can now pay my rent online (unfortunately only with debit card)." –

Tenant Testimonial

"Thank you for another year of helpful and efficient service."

-Property Owner, Medford, OR

"The organization is very professional. The people are knowledgeable and up to date on the latest tenant-landlord regulations. I don't have the time to find and screen tenants and manage my property myself. H.M.S. takes care of all of that in a professional manner."

-Property Owner, San Jose, CA

"I hadn't lived in San Jose since 1941 ... so was out of touch with the local situation. ...in spite of my best efforts to manage the rental and maintenance of the property, things slowly degenerated into a disaster... I learned the hard way. ...H.M.S. has an efficient system...I was thoroughly impressed with the quality of the work accomplished... my experience with H.M.S. Property Management has been positive in every respect."

-Property Owner, Kaneohe, HI

"Very responsible management. Good communication regarding the property. Flexible in finding solutions to problems. Overall, a very positive experience."

-Property Owner, Morgan Hill, CA

"... demonstrated great professionalism, timely communication and a high level of enthusiasm, which comes through even over email."

-Property Owner, Philippines

"H.M.S. was recommended to me by a property manager friend that felt H.M.S. was a very professional organization; her impression stemmed from training provided by Sylvia Hill."

-Property Owner, Saratoga, CA

"I would definitely recommend H.M.S.!"

-Property Owner, San Jose, CA

FAQ

What needs to be done to my rental property?

The better condition your property is in, the better quality tenant we will attract for you. Upon taking over management, we will go through your property and make note of the condition and what we would suggest being done. Any safety or liability items must be taken care of prior to tenant move in. We recommend you use CAL WEST - H.M.S. for cost effective maintenance, renovation, and make-ready work.

How will you find tenants and how long will it take?

Once we start management, a rental file is created. Your property is added to our list of available properties and will be posted on our website and other effective, strategic sites throughout the internet. We also put up a rental sign in the front yard or window. The market, time of year and condition of the property will determine how long it takes for your property to rent. Generally, it takes up to one month to lease a property in good condition depending on the market we are in. A hot market can usually turn your property over quicker.

Can I say whom I want as tenants for my house?

You can specify whether or not you want tenants with pets or even tenants who don't smoke (all our leases contain a non-smoking and drug free household clause). You cannot discriminate against any protected class under the federal fair housing or local fair housing laws, such as saying you don't want children or single people. Because of this, it is best that you allow us to handle the selection process. We are professionals in leasing and have specific criteria that every applicant has to pass in order to rent your property.

When do I get my money each month?

Rents are due in our office on the first of each month. Our clients who receive their funds through the mail can expect that we will mail statements on the fifteenth of each month. If you receive your monthly payment via direct deposit you can expect the funds to be deposited in your account on the fifteenth of each month. Some exceptions may apply and Cal West – H.M.S. does not guarantee that funds will be received by the fifteenth each month. CAL WEST - H.M.S. will collect rent, pay the bills and then at mid month, provide you detailed monthly statements showing all the income and expenses for the month along with payment of any excess funds.

More FAQ on the next page...

FAQ (2)

...FAQ continued.

Who does the repairs on my property?

The tenants do have responsibility for some of the minor maintenance on your property. When repairs need to be done outside the scope of the tenant's responsibility, our maintenance technicians or pre-qualified sub-contractors handle the job. Our maintenance department is available for your property's maintenance needs 24/7 and their work is guaranteed.

What happens if a tenant does damage?

A security deposit taken at move-in is usually adequate to handle most damage that a properly screened tenant may cause. Our screening process checks credit, rental and ownership history, income and employment, and there are specific acceptance guidelines for each. Should the tenant leave your property owing more than is covered by the deposit, they will be billed. If they do not pay, they will be turned over to a collection agency unless you specify otherwise.

What happens if the tenant leaves before the end of the lease?

The tenant is responsible for the rent for the duration of the lease. If they choose to leave prior to the termination date of the lease, they will be charged for the rent until the property is re-rented again. They are also responsible for paying CAL WEST - H.M.S. a re-leasing fee and the owner for advertising costs.

What business and professional organizations is H.M.S. a member of?

- National Association of Residential Property Managers (NARPM)
- Santa Clara County Association of Realtors (SCCAOR)
- National Association of Realtors (NAR)
- California Association of Realtors (CAR)
- California Apartment Association (CAA)
- San Jose Chamber of Commerce

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