

Property Management

GUIDE



PRESENTED BY TAMMY CARLSTON



Meet

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As a licensed real estate professional, I'm dedicated to helping property owners rent and manage their homes with confidence and ease. With a strong understanding of the local rental market and landlord-tenant laws, I offer full-service property management designed to protect your investment, minimize vacancy, and ensure a smooth experience for both owners and tenants.

From marketing and tenant screening to lease preparation, maintenance coordination, and monthly reporting, I handle every detail so you don't have to. My goal is simple: take the stress out of managing rental properties while maximizing your return.

I believe in open communication, transparency, and treating every property like it's my own. By combining industry expertise with a hands-on approach, I'm able to deliver consistent results and long-term peace of mind. Whether you're a first-time landlord or a seasoned investor, I'm here to provide expert guidance and personalized service every step of the way.



Welcome

Welcome, and thank you for considering property management services to support your rental goals. Whether you're a first-time landlord or managing multiple properties, this guide is designed to help you understand the process, feel confident in your decisions, and get the most out of your investment—without the stress.

I appreciate your interest and look forward to the opportunity to assist you. Inside, you'll find an overview of the services offered, what to expect from start to finish, and how I help make your rental experience smooth and profitable.

Why work with a Property Manager?

Managing a rental property takes more than just finding a tenant—it requires time, knowledge, and a proactive approach. Working with a professional property manager provides peace of mind and a structured system designed to protect your investment.

Here's what you can expect:

Saves Time and Reduces Stress

Say goodbye to late-night maintenance calls, follow-ups, and paperwork. I handle the details so you can focus on what matters most.

Professional Tenant Placement

A strong screening process ensures reliable, responsible tenants that care for your property and pay on time.

Legal Compliance

I stay current with landlord-tenant laws and fair housing regulations to help minimize your risk.

Maintenance Coordination

Repairs are handled quickly and professionally, protecting the condition of your property and your relationship with the tenant.

Clear Financial Tracking

Monthly reporting, income summaries, and a secure owner portal make it easy to stay informed and organized.



Services Overview

Below is a summary of the property management services offered. Each service can be tailored to your property's unique needs.

Marketing & Tenant Placement

Professional listing photos, syndication to major rental platforms, and targeted advertising.

Tenant Screening & Lease Preparation

Credit checks, income verification, rental history review, and customized lease agreements.

Rent Collection

Automated reminders, online payment options, and late fee enforcement.

Maintenance Management

24/7 emergency response, vendor coordination, and repair tracking.

Move-In / Move-Out Inspections

Detailed walkthroughs with photo documentation and condition reports.

Owner Reporting

Monthly income and expense summaries, tax-ready statements, and portal access.

Rental Process Timeline

Renting out your property doesn't have to be overwhelming. Below is a simple breakdown of the steps involved from initial preparation to tenant move-in. While timelines may vary slightly depending on market conditions and property readiness, this gives a general idea of what to expect.

Step	Description
Property Preparation	Completion of the owner checklist, scheduling professional cleaning, and taking listing photos.
Listing & Marketing	Your home is listed on the MLS, Zillow, Realtor.com, and other platforms. Marketing begins immediately.
Tenant Screening	Once applications are received, I handle background checks, income verification, and reference calls.
Lease Signing	Qualified applicant signs the lease digitally or in person. Security deposit and first month's rent are collected.
Move-In Coordination	Final walkthrough, key exchange, move-in inspection, and tenant welcome.

Owner's Checklist

Before listing your home for rent, it's important to ensure it is clean, safe, and fully functional. Use this checklist to prepare your property:

- Professional Cleaning – Interior surfaces, floors, appliances, windows, and bathrooms
- Safety Compliance – Working smoke detectors, CO alarms, secure locks, and visible exit routes
- Functional Systems – HVAC, electrical, plumbing, and hot water systems are all tested and in working order
- Locks & Keys – All doors have functioning locks with keys provided for tenant and manager
- Appliances & Utilities – All kitchen and laundry appliances are operational and clean; utilities are active for showings and inspections

You can also include:

- Leave extra air filters
- Provide manuals or instructions for complex systems
- Label shut-off valves and breaker panel clearly



and Repairs

Maintaining your property in good condition is a key part of protecting your investment and keeping tenants satisfied.

- **24/7 Emergency Maintenance** - A dedicated emergency line is available to tenants for urgent issues such as water leaks, electrical hazards, or HVAC failure.
- **Non-Emergency Repairs** - Tenants can submit maintenance requests online. Each issue is evaluated to determine responsibility (tenant vs. owner), and you'll be notified of any items that require your input.
- **Trusted Vendor Coordination** - All repairs are handled by licensed and insured contractors. If you have preferred vendors, we're happy to coordinate with them.
- **Repair Reserve Fund** - A maintenance reserve of \$XXX is held per property to ensure timely service for routine repairs. This amount can be customized based on property size or owner preference.

Rent Collection and Payment Terms

A consistent rent collection process ensures steady cash flow and helps prevent delays.

Due Date & Late Fees

Rent is due on the 1st of each month. A late fee is applied after the 5th day of the month if payment is not received.

Payment Methods

Tenants can pay rent online through a secure portal, with options for automatic payments, debit/credit cards, or bank transfer (ACH).

Owner Disbursements

Rent proceeds are typically disbursed to owners between the 10th and 15th of each month, depending on when funds clear.

Owner Portal Access

You'll have 24/7 access to an online owner portal to view statements, track payments, and download year-end financial reports.





Eviction & Legal Compliance

While eviction is rare with proper screening, it's important to have a legal and efficient process in place when necessary.

Handling Non-Payment

Late fees are applied according to the lease terms. If rent remains unpaid beyond the grace period, a formal notice is issued, and legal action may follow.

Notice & Court Filing Timeline

Notices are served in accordance with local law (typically after the 5th of the month), and court filings may occur as early as the 10th if rent is still unpaid.

Eviction Coordination

In the event of continued non-payment or lease violation, we handle all necessary court filings and may coordinate with a local attorney as needed. This includes obtaining a Warrant of Restitution and managing the lockout process if required.

Legal Compliance

We stay up to date with landlord-tenant laws to ensure all notices, filings, and processes are fully compliant with local and state regulations.

Disclaimer: This section is intended for informational purposes only and does not constitute legal advice. Always consult a qualified attorney for legal matters in your jurisdiction

Management Issues

Even with great tenants and a solid lease in place, issues can arise from time to time. A proactive property manager helps handle these problems quickly and professionally:

Maintenance Delays

Scheduling with vendors and tenants can take time, but clear communication helps keep things moving.

Late Rent

Missed payments happen—having a set process for reminders and follow-up protects your cash flow.

Lease Violations

Issues like unauthorized pets or guests are addressed through routine inspections and prompt communication.

Turnover & Vacancy

Strategic renewals and good marketing help reduce downtime between tenants.

Communication Gaps

Misunderstandings are avoided with proper tracking, updates, and clear records.

FAQs

Do I have to approve every tenant?

Most property managers allow you to approve the final applicant based on screening results, but you can also choose to leave that entirely in the manager's hands.

What happens if a tenant doesn't pay rent?

Late fees are applied according to the lease. If payment isn't received, formal legal notices are sent, and eviction may be pursued through the local court system.

Can I use my own repair vendors?

Yes, most managers are happy to coordinate with your preferred contractors if they meet licensing and insurance requirements.

What's included in the monthly management fee?

Typically, it covers rent collection, communication with tenants, maintenance coordination, financial reporting, and inspections. Leasing fees are usually separate.

Do you handle security deposits?

Yes. Deposits are collected and held in a compliant escrow account and returned (minus deductions) according to local laws after the tenant vacates.

How long will it take to find a tenant?

Most homes lease within 1–3 weeks depending on market demand, pricing, and condition of the property.

Can I cancel the agreement if needed?

Most agreements renew annually and include a clause allowing either party to terminate with written notice—usually 30 to 60 days.



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