

# Client Welcome Guide



**GOOD LIFE**  
PROPERTY MANAGEMENT





# Hello there!



At Good Life Property Management, we are driven by a passionate commitment to excellence and a genuine desire to revolutionize the industry. Our company's journey began with a vision to address the shortcomings and improve upon the existing property management landscape. Inspired by personal experiences, I recognized the immense potential for positive change, I saw an opportunity to create a company that would add real value and make a meaningful impact on owners, tenants, and vendors.

When you choose Good Life Property Management, you are not only investing in a trusted partner but also embracing a new standard of excellence in property management. Our entire team is dedicated to ensuring your success and providing you with an outstanding experience.

Welcome to Good Life, where we redefine property management and exceed your expectations at every turn.

We look forward to embarking on this journey with you and creating a prosperous and worry-free property management experience.

*Steve Welty*

Founder, Good Life Property Management,  
DRE #01744610



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# Why Work with Us

One that believes that life should be enjoyed, not spent sweating the small stuff. Our goal is to create new opportunities for our clients—whether it's simply freeing up their time or helping them find new ways to become a successful investor. Whatever they choose, we're here to make it an enjoyable experience. And we do it all, so you can live the Good Life!



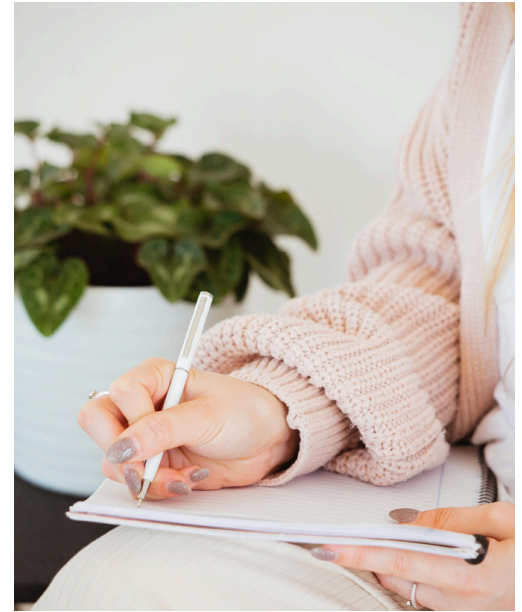
# How It Works

**01 BOOK A DISCOVERY CALL**  
Schedule a quick phone call with Adam or Chloe to see if Good Life is a good fit for you and your rental property needs!

**02 SCHEDULE A SITE VISIT**  
Set up a time for us to visit the property and meet face to face. Discuss possible repairs and rental comps.

**03 SIGN THE CONTRACT**  
We send over the DocuSign for you to electronically sign and get you introduced to your Property Management Team.

**04 MAKE READY**  
Once the property is empty and you give us keys, we will conduct a full inspection and begin repairs. After that we will return to the property for professional photos and 3D tour to begin advertising.



## COMMUNICATION

### CONTACT DETAILS

(949) 892-1505  
[clients@ocgoodlife.com](mailto:clients@ocgoodlife.com)  
15615 Alton Parkway, Suite 450  
Irvine, CA 92618

### OFFICE HOURS

M - F 9:00am - 5:00pm

### WEBSITE

[ocgoodlife.com](http://ocgoodlife.com)

### SOCIAL MEDIA

@goodlifepropertymgmt

# SERVICES & PRICING

HOUSES, CONDOS, OR  
2-4 UNITS

**8%**

MONTHLY MANAGEMENT

**PLUS:**

\$595 Leasing Fee  
\$150 Annual Inspection Fee  
\$195 Lease Renewal Fee

you will get

**RENT COLLECTION**

**MAINTENANCE  
COORDINATION**

**BILL PAY**

**TENANT  
COMMUNICATION**

**HOA COMMUNICATION**

**MONTHLY FINANCIAL  
STATEMENTS**

**LEGAL EXPERTISE**

**24 HOUR  
MAINTENANCE  
EMERGENCY LINE**

MULTI-FAMILY 5-15  
UNITS

**6%**

MONTHLY MANAGEMENT

**PLUS:**

\$595 Leasing Fee  
\$150 Annual Inspection Fee  
\$99 Lease Renewal Fee

you will get

**RENT COLLECTION**

**MAINTENANCE  
COORDINATION**

**BILL PAY**

**TENANT  
COMMUNICATION**

**QUARTERLY COMMON  
AREA INSPECTIONS**

**MONTHLY FINANCIAL  
STATEMENTS**

**LEGAL EXPERTISE**

**24 HOUR  
MAINTENANCE  
EMERGENCY LINE**



# FEES EXPLAINED:



## LEASING FEE

Includes professional marketing photos, 3D tour, advertising to all the top rental websites, screening applicants, lease signing with the chosen applicants, & move-in condition report

\$595

## ANNUAL INSPECTION FEE

Yearly walk-through to inspect the condition of the property, and identify any deferred maintenance. Follow up report includes findings and photos of entire interior.

\$150

## LEASE RENEWAL FEE

Lease Preparation, Negotiation, and Signing at a higher rate with the current tenants.

\$195



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# The Good Life Proven Process <sup>TM</sup>

1

## Property Preparation

**We get your property move-in ready**

- Initial walk-through
- Communicate findings
- Coordinate work needed
- Complete repair
- Rent ready check

2

## Property Marketing

**We manage marketing & tenant showings**

- Property photos/3D tour
- Online listing
- Zillow paid syndication
- Lease management
- Tenant showings

3

## Rental Leasing

**We screen and select qualified tenants**

- Application screening
- Tenant selection
- Lease signing
- Tenant onboarding
- Move-in check & photos

4

## Rent Collection

**We collect rent and disperse funds to you**

- Rent notification
- Online rent payment
- Owner direct deposits
- Good Life No Eviction Guarantee

5

## Tenant Support

**We make tenant support easy and accessible**

- Tenant services coordination
- Tenant portal
- Lease enforcement
- Lease modifications

6

## Property Maintenance

**We protect and maintain your property**

- Maintenance troubleshooting
- Vendor dispatch
- Owner communication
- Emergency maintenance

7

## Financial Documents

**We provide monthly and annual reports**

- Monthly owner statements
- Expense payments
- Annual cash flow statement

8

## Annual Inspection

**We perform annual property inspections**

- Test smoke/CO alarms
- Check for visible leaks
- Check HVAC filters
- General photos
- Send report to owner

9

## Lease Renewal

**We manage lease renewals**

- Research and negotiate rental renewal rates
- Manage the lease renewal process
- Owner communication

10

## Move Out Management

**We manage move-outs & security deposits**

- Pre move out inspection
- Utility management
- Final walkthrough
- Security deposit refund disbursement



# Tax Deductions for Property Owners:

- Commissions (our monthly 8% commission)
- Management Fees (Leasing Fee, Annual Inspection Fee, & Lease Renewal Fee)
- HOA Dues
- Insurance (fire, theft, flood, and liability insurance)
- Legal & Professional Fees attorneys & accountants)
- Cleaning and maintenance
- Mortgage interest paid to banks
- Repairs
- Supplies (Cleaning supplies)
- Taxes (State & Local Property Taxes)
- Utilities (water, trash, sewer)
- Depreciation
- Gifts (Up to \$25 per tenant or vendor)
- Start-up expenses
- Education expenses
- Casualty losses
- Equipment rental





# 8 WAYS A PROPERTY MANAGER SAVES YOU MONEY

## Time Savers

Since time is money, why waste it with the extensive day-to-day of managing rental property. If you want to do it yourself, you'll be finding tenants, collecting rent, negotiating leases and taking maintenance calls at 2:00 AM.

## Lease Enforcement

Simply writing a lease is not enough though. You'll want a quality property manager that will make sure your tenants uphold their responsibilities of the lease. A good property management team will know what to look for during routine inspections.

## Knowledge & Expertise

Experience in property management is key to having a successful rental. You will want a property manager with the expertise from years of experience. This can help protect you legally because they understand what red flags to avoid.

## Quality Vendors

Maintaining a network of quality vendors and repairmen is a top priority of a quality property management team. They are constantly evaluating current vendors on their quality, speed and price. If a vendor doesn't meet their standards, they don't use them, ensuring the best quality of work for their owners.

## Tenant Liason

The only way to have a successful rental property is to keep tenants in your property. And the only way to maintain that is to make it easy for your tenants to communicate with you. A property manager should have multiple ways for a tenant to get a hold of them.

## Legal Protection

A great benefit to hiring a property manager is that you don't have to be responsible for understanding all Orange County's landlord-tenant laws. Let your property manager advise you on how to avoid legal issues. A quality property manager will know the best practices following the laws.

## Marketing & Tenant Screening

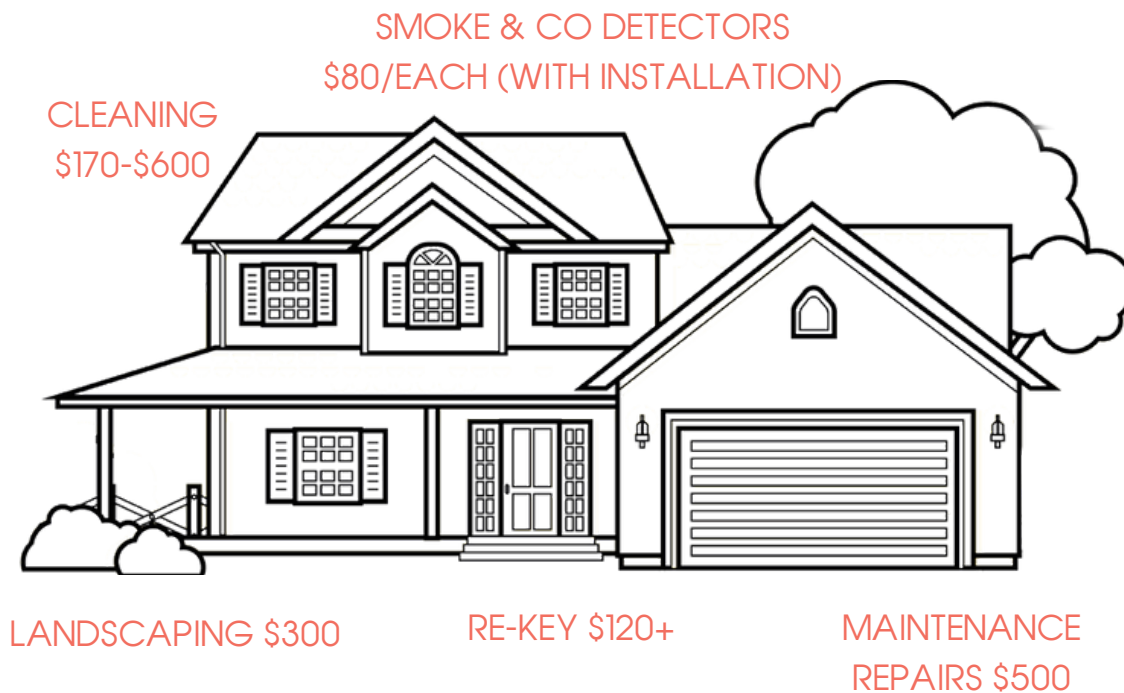
Undoubtedly, the most stressful and time-consuming party of being an independent landlord is finding your own tenants. When you hire a quality property manager, they will be able to advertise your house to the right tenants at the right time, getting you a tenant faster and saving you money.

## Lower Repair & Maintenance Costs

A property manager can actually save you money on maintenance. They will be able to help you schedule regular maintenance, which will help keep you from the cost of emergency repairs.



# HOW MUCH DOES A TURNOVER COST?



**Investing money to maintain your  
property helps attract quality tenants.**

The extent of work required will depend on what  
condition your home is in.



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# Top 11 Most Commonly Asked FAQs

## **How is maintenance handled?**

Repairs are performed by our list of preferred vendors, who we have worked to create great relationships with over the years. Maintenance costs are deducted from the monthly collected rent, and will be visible at the end of each month on your owner statement. We do not up-charge for maintenance, and all vendors we work with are licensed and insured for liability and accounting purposes.

## **Can I use my own handyman?**

While the property is vacant you can use your own handyman. However, while the property is occupied we do not allow owners to use their own handyman. All vendors we work with must be licensed and insured for liability and accounting purposes.

## **Where do you market my property?**

We feature your property on all major rental websites including Zillow paid premium ads, Trulia, Hotpads, and more.

## **Do I have to allow pets?**

It is entirely up to you, as it is your property. However, we highly recommend allowing pets, as over 50% of renters have pets. If you do not allow pets, you will eliminate a large pool of potential renters from leasing your home. Additionally, you would be covered under our Good Pet Guarantee\*. If you do not allow pets but a renter has an ESA or service animal, which is both state & federally protected, you are required to accept the pet.

## **What happens if a tenant stops paying rent?**

If the tenant stops paying rent, and we placed the tenant, Good Life will handle the entire eviction process and cover all court costs and filing fees up to \$3,000\*. We have an eviction rate of less than 1% over our 10+ years in business.

## **What is my property worth?**

We conduct a thorough rental analysis to determine the correct rental amount for your property. We can pull comparable rentals in your neighborhood that are similar in size and features to your home to determine the correct price point. We'll make sure that our rental estimate is in alignment with your expectations prior to signing any paperwork.

## **Do I have any say in picking the renter?**

Good Life has set rental requirements that must be the same for everyone, as we abide by Local, State, & Federal Fair Housing Laws. We have some of the most strict screening criteria in our area. We conduct a thorough screening on each applicant, if they meet our requirements, we will approve the applicant.

## **What do I need to do to get my property rent-ready?**

We will perform an initial walk-through and make any necessary recommendations to have the home rent-ready. In general, a rule of thumb is to ensure that everything in the property functions as designed, and that the property is move-in ready clean. Other items can include: professional carpet cleaning, painting, air filters and smoke detector replacement, and other handyman items. If you have a lawn or any landscaping, those should be clean and attractive as well.

## **Is there anything special that I need to do with my homeowner's insurance?**

Yes, actually! You'll want to contact your insurance agent and let them know that you are going to be renting out your property. Good Life also requires that you have at least \$500,000 in liability coverage, and that Good Life is listed as an additional insured party.

## **Should we include landscape and pool service?**

Including pool service is an excellent idea to ensure proper maintenance, as poor pool maintenance can become costly. If your landscaping is fairly extensive, it is a good idea to provide a landscaper as well. If your landscaping is minimal, it can become a tenant responsibility.

## **Do you have a military discount?**

Yes! Please let us know if you are active duty, or a veteran and you will receive your first month's management FREE.





# Let's Get Started!

Book a call with our Team to discuss if Good Life Property Management would be a good fit for you and your property management needs!

Click the link below or schedule directly on our website.

[SCHEDULE A CALL](#)

[LEARN MORE](#)

Check out our reviews on Yelp and Google! Follow us on Facebook, Instagram, and LinkedIn!



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