

YOUR MANAGERS' REPORT

Sept/Oct 2005



**Need Professional
Property Management
For Your Clients?**

**The Worth Ross
Management Co., Inc.
Three ★ Star
Commitment To You**

- ★ Free, no obligation, rental estimates for you and/or your client when needed
- ★ We will provide professional Property Management Services for your clients, (see our services on page 2) & pay a referral fee
- ★ When it's time for your client to sell, we will not compete for your client in the sales market

Call Us Today!

**Worth Ross
Management Co. Inc.**

4145 Travis St., #204
Dallas, TX 75204

**1-800-522-9119
(214) 522-9100
(214) 528-6889 Fax**

**worth@worthross.com
www.worthross.com**

★★★

Our Services

Area management specialists
Rental marketing
Tenant screening
Prompt rent collection
Communication with clients
Monthly statements
Equal Opportunity Housing
Professional documentation
Reliable maintenance vendors
Members/industry organizations

Handling Security Deposits

One of the most difficult tasks for any investor is reconciling the security deposit refund to the satisfaction of the vacating tenant, particularly when there are damages and/or unpaid rent. This can actually discourage some buyers from purchasing an investment.

Any property owner is elated when they can issue a full refund because the tenant has left the property in excellent condition, complied with their rental agreement, and paid their rent in full before vacating. However, most of the time, this is not the case and the damages can range from minimal to expenditures exceeding the security deposit.

Handling a security deposits starts before the tenant moves in. This may sound strange, but obtaining good tenancy helps tremendously when it is time to refund the security deposit. Performing necessary maintenance, documenting the property condition, thoroughly screening tenants, and preparing a detailed rental agreement are the first steps required.

Obtaining a good tenant from the start improves the chances of receiving the property back in good condition without damage. It is also important to have the property in good condition with detailed documentation when the tenant moves in. This provides solid ground when determining if there is property damage when the tenant moves out.

The investor must continue to take steps through the entire residency, such as doing repairs in a timely manner, and keeping accurate tenant records. This can avoid tenant claims that the owner did not keep up the property, causing damage, or that there is no further rent or fees due.

When a tenant vacates, it is necessary to complete the security deposit refund. Doing a walk-through of the property, comparing the move out conditions to the move in records, and issuing a refund and/or statement of condition detailing deductions are all necessary. It is important to use common sense regarding deductions to avoid unnecessary legal action.

No tenant is ever happy when deductions are taken from their security deposit, but if handled efficiently, stressful situations and/or legal problems can be substantially reduced or non-existent.

A professional property management company can take the strain off your investors. Worth Ross Management Co., Inc. has years of experience placing good tenants in properties, handling the necessary maintenance, and handling the security deposit effectively and efficiently when it is time for the tenant to move out. Call us today so that we can assist your investors and provide them with

*“Professional Property
Management”*

WORTH ROSS MANAGEMENT CO., INC., PROPERTY MANAGEMENT AT ITS BEST
We Pay You Referrals AND You Keep Your Client!

Worth Ross specializes in residential property management in the greater Dallas area. We have years of experience in single family homes, duplexes, triplexes, fourplexes and apartments. A full-service Property Management company, we pride ourselves on “*Professional Property Management*” and attention to our clientele. In our commitment to landlords that we constantly update within our company regarding legislation, rental market trends, maintenance issues, and have a commitment to keep our clients “informed.” The Worth Ross staff are proud members of NARPM®, the National Association of Residential Property Managers and NAR®, and the Greater Dallas Association of Realtors. Memberships in these organizations keep us in tune with all markets, which means greater assistance to landlords and real estate agents.

To you, the professional Real Estate Agent, we make a **commitment** to serve your client and guarantee that when they are ready to sell, we will NOT compete for your sales business. You Lease, we Manage, and **send you a referral fee** - or - we Lease, we Manage, and **send you a referral fee for both**. You decide, but when the owner wants sales comps or tells us their thinking about selling, **we will send your client back to you**.

This newsletter is intended to assist you with your client’s needs and to pass on to you important information in the rental industry, and therefore, benefits you and your clients. **Give us a call today and let us know how we can assist YOU!**



4145 Travis St., #204
 Dallas, TX 75204

\$\$ We Pay Referrals \$\$

WORTH ROSS & ASSOCIATES SUPPORT TEAM!

“THE” PROPERTY MANAGEMENT EXPERTS



This newsletter is intended to be a service to you; if you wish to be removed from our mailing list, please call (214) 522-9100

| Contact | Position | Bus. Phone | Ext. | E-mail |
|------------------|-----------------------|--------------|------|-----------------------|
| Worth Ross | Broker/Owner | 214-522-9100 | 202 | worth@worthross.com |
| Kevin Curran | Agent | 214-522-9100 | 212 | kevin@worthross.com |
| Oliver Roberts | Agent | 214-522-9100 | 207 | oliver@worthross.com |
| Melissa Zacha | Agent | 214-522-9100 | 216 | melissa@worthross.com |
| Chris Vogel | Agent | 214-522-9100 | 215 | chris@worthross.com |
| Jere Becker | Agent | 214-522-9100 | 214 | jere@worthross.com |
| Katrina Mitchell | Work Order Supervisor | 214-522-9100 | 204 | katrina@worthross.com |
| Jayne Morin | Accounting | 214-522-9100 | 205 | jayne@worthross.com |
| Ping Liu, CPA | Accounting | 214-522-9100 | 211 | ping@worthross.com |
| Terri Chamness | Association Mgr. | 214-522-9100 | 201 | terri@worthross.com |