

Client Welcome Guide





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



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE

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 AN OPTIONAL SITE VISIT

Set up a time for us to visit the property and meet face to face to discuss possible repairs and rental comps. Prefer to meet virtually? No problem!

03

SIGN THE CONTRACT

We send over the DocuSign for you to electronically sign and get you introduced to your Property Management Team.

04

PROPERTY PREPARATION

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

(858) 207-4595

clients@goodlifemgmt.com

5252 Balboa Ave Ste 704,
San Diego, CA 92117

OFFICE HOURS

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

WEBSITE

goodlifemgmt.com

SOCIAL MEDIA

@goodlifepropertymgmt

SERVICES & PRICING



HOUSES, CONDOS, OR
2-4 UNITS

8%

MONTHLY MANAGEMENT
PLUS:

Leasing Fee: 25% of one month's rent

Annual Inspection: \$150

Lease Renewal Fee: \$195

Non-CA Tax Compliance: \$50/quarter

MULTI-FAMILY
5-15 UNITS

6%

MONTHLY MANAGEMENT
PLUS:

Leasing Fee: 25% of one month's rent

Annual Inspection: \$150

Lease Renewal Fee: \$99

Non-CA Tax Compliance: \$50/quarter

	INCLUDED	INCLUDED
3D Virtual Tours & High Quality Photos	✓	✓
Premium Marketing on 50+ Major Rental Sites	✓	✓
7 Days Showing Access & Support for Prospective Tenants	✓	✓
Tenant & Pet Screening	✓	✓
Renters Insurance Verification	✓	✓
Move-in / Move-out Inspections, Reports, & Photos	✓	✓
Lease Preparation, Negotiation, Signing/Lease Enforcement	✓	✓
Rent Collection	✓	✓
Maintenance Troubleshooting & Coordination	✓	✓
24/7 Maintenance Emergency Response	✓	✓
Maintenance Vendor Payment Coordination	✓	✓
Utility Coordination	✓	✓
Money-back Guarantee	✓	✓



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE

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

25% of one month's rent

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

NON-CA RESIDENT TAX COMPLIANCE FEE

FOR NON-CA RESIDENTS ONLY* This fee covers our compliance services for the California Franchise Tax Board's withholding requirement for out-of-state owners. With this fee, we manage all calculations, payments, and annual tax form preparation for you, keeping you compliant, penalty-free, and saving you time and hassle.

\$50 per quarter



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE

The Good Life Proven Process™

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



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE

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

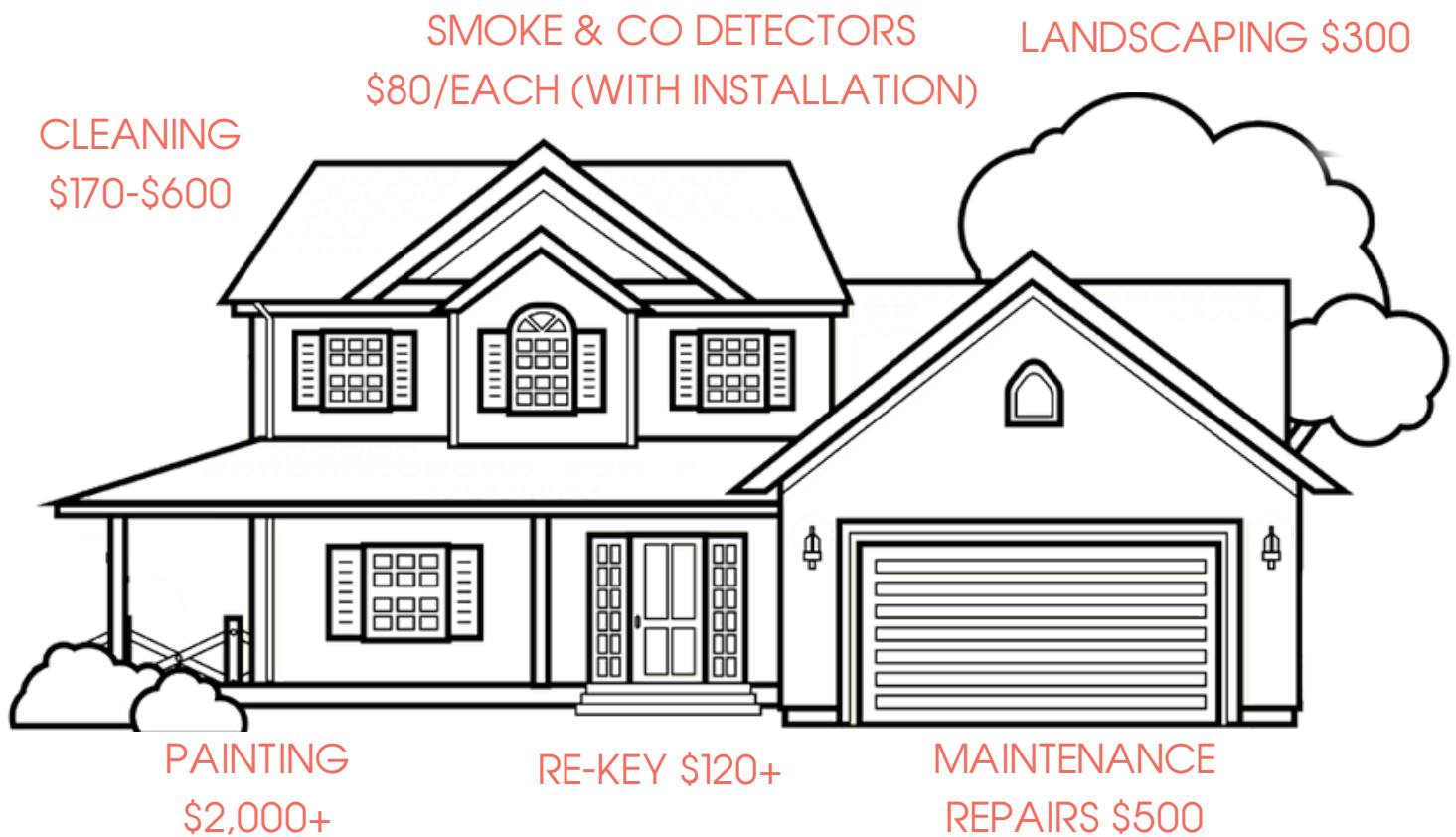
Undoubtedly, the most stressful and time-consuming party of being an independent landlord is finding your own tenants. When you hire a quality property manager, they will be able to advertise your house to the right tenants at the right time, getting you a tenant faster and saving you money.

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.*



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE

Most Common **FAQs**

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

We will perform an initial walk-through prior to marketing 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.

Should I change the locks or rekey the property?

After the property is leased, we rekey the locks for a fresh set of keys, typically costing around \$130-\$200 (costs vary based on number and type of locks). This step not only provides peace of mind to the tenant but also protects you from potential liabilities related to security issues like break-ins or theft. For security purposes, this must be done with one of Good Life's locksmiths.

How do you show properties?

Our method of showing properties is through a secure self-access lockbox system, allowing prospective renters to view the property on their own schedule, seven days a week, from 8 a.m. to 8 p.m. This flexibility typically leads to faster leasing times, as it enables more prospective tenants to see the property sooner without the need to coordinate schedules. Renters can also explore the property at their own pace, resulting in a more comfortable and thorough viewing experience.

We understand concerns about property security, but after six years of using this system, we've had no major incidents of theft or damage. Renters must provide ID, go through pre-screening, and are required to secure the property after their viewing. We stand behind the system and are confident it helps get your property leased faster while maintaining security.

Do I get to pick the tenant or does Good Life pick the tenant?

Good Life is solely responsible for tenant selection to ensure compliance with strict fair housing laws at the state, local, and federal levels. These laws require that everyone is treated equally during the screening process, so we follow a uniform system to avoid any legal risks. As a result, we don't involve the owner in tenant approval to prevent any potential issues of discrimination.

This approach benefits owners by making the process more hands-off, allowing you to focus on sound investment decisions without becoming overly involved in tenant relationships. We stand behind our tenant choices with our eviction guarantee, ensuring you don't face unnecessary stress. Our team works diligently to select the best tenants because, frankly, picking a bad tenant creates headaches for everyone involved.

Can I use my own vendors?

While your property is vacant, you're welcome to use your own vendors. However, once the property is occupied, we are selective about which vendors we allow on-site for safety and reliability reasons. We have a trusted network of vendors that we've built strong relationships with, and we hold them to high standards for performance and accountability.

Working with outside vendors can present challenges, such as ensuring timely communication and follow-through, which is why we typically don't work with them once a property is occupied.



Most Common **FAQs** Continued

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.

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 and federally protected, you are required to accept the pet.

Do I need landlord insurance?

You'll want to contact your insurance agent and let them know that you are going to be renting out your property. Discuss coverage options with them and make sure you have coverage you feel comfortable with.

Good Life requires that you have at least \$500,000 in liability coverage, and that we are listed as an additional insured party. This is a common requirement of all management companies.

When will I receive the tenant's rental payment?

Here at Good Life, we do Full Month Accounting, meaning disbursements are sent out on the last day of every month for the month in arrears and should be received no later than the 5th of each month depending on your bank. We will also send you an owner statement detailing income, expenses, invoices, and photos of any maintenance work that was performed that month. No cash reserves are required for emergency repairs.

How is maintenance handled?

We work with a trusted network of licensed and insured vendors who provide high-quality repairs and maintenance. If a repair will be \$500 or less, we will take care of it promptly and notify you once complete, ensuring issues are resolved quickly. For repairs exceeding \$500, we will seek your approval in advance. This maintenance limit allows us to address problems swiftly while minimizing disruption for you.

All maintenance expenses, along with invoices, are detailed in your monthly owner statement. We ensure our vendors offer fair pricing and stand behind their work. If any issues arise, we are committed to working with the vendor to make it right.

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!



GOOD LIFE
PROPERTY MANAGEMENT

| CLIENT WELCOME GUIDE