



## **Bristile Client Frequently Asked Questions**

- How do I get Bristile Properties to manage my investment?

To request management service please contact Bristile Properties management division at (512)394-6447 or by email at [info@bristileproperties.com](mailto:info@bristileproperties.com). Before we will accept management of any new property, we visit the property and determine that our services and management strategy will best suit your investment.

- What types of properties and what areas of the greater Austin area will Bristile Properties manage?

As of January 2008, our portfolio currently consists of investments located anywhere from Leander to San Marcos. Along with our management of single family investments, we also manage local duplexes, four-plexes, and apartment complexes.

- What are the benefits of choosing Bristile Properties as my management partner in Austin?

Bristile Properties manages our entire portfolio as if each property is an investment that we are personally invested in. We constantly strive to better our practices and provide our clients with the best service and management experience possible. We provide our clients with the most responsive, pro-active management team that the Austin market can provide to investors along with 24 hour online account access.

- When will I receive my rental income?

In an effort to provide our clients their income as early in the calendar month as possible, all distributions are sent out on the 10<sup>th</sup> of every month along with the appropriate accounting for each individual property. Accounting for properties will be sent out via email but can also be accessed 24 hours a day through our online management software. Funds will be sent via USPS or by direct deposit.

- What if my resident hasn't paid rent prior to the cut-off for monthly distributions on the 10th?

Any income received after 12:00 pm on the designated cut-off day will be held in our client funds account until the following month's distributions. If you would like to receive your funds after the 10<sup>th</sup> of the month but before the next month's distribution there will be a \$25 processing fee and a check will be mailed out to you within 24 hours of the written request.

- How can I get a more in depth look at the accounting for my property?

Please visit [www.bristileproperties.com](http://www.bristileproperties.com) and log in to your online owner account. Once logged in, please visit the reports section of the software. You can view and download several different reports from this page of our site. If you would like additional reports, please contact our office and we will generate the requested information (additionally fees may apply).

- I haven't received any of my monthly accounting statements?

The monthly accounting for each property is promptly emailed out on the 10<sup>th</sup> of month or the business day prior if the 10<sup>th</sup> falls on a weekend/holiday. If you have not received your monthly accounting please verify that our domain name ([www.bristileproperties.com](http://www.bristileproperties.com)) is allowed by your email server. Occasionally, accounting statements will be sent directly to "junk-mail" because of the domain name and/or having an attachment.



- How will my home be marketed?

Bristile Properties advertises all of our properties through several highly trafficked rental websites - Rentals.com, Rentalhomesplus.com, Craigslist, and MLS are the main source of leads. In addition to a very strong internet marketing presence, we have worked hard to gain leads by building a strong reputation with local agents and by working with builder's to provide a referral network for interested tenants along with our highly effective signage. Bristile also conducts subdivision marketing tours and open houses for our active properties – a practice that no other management firm in Austin is currently offering.

- What is the process of updating me during the marketing process?

Our clients receive written updates every 10 days while their property is actively being marketed. Please expect updates to be provided on the 10<sup>th</sup>, 20<sup>th</sup>, and 30<sup>th</sup> of the month. Our entire staff is available to any of our clients at any time if you should need more assistance or clarification on any issues related to the marketing or management of your property.

- What is the screening process for potential residents?

Once a complete resident application has been submitted our staff will verify criminal, credit, and resident background history. We will also verify income, contact current employer, and check rental references.

- Should I accept pets?

We advise our clients to accept residents that have pets. In the event that we locate a resident that has pets we will collect an additional pet deposit to cover any damage that could potentially be done. Restrictions can be set per the owners preference (i.e. only dogs under 25 lbs).

- What is the average age of renters in Austin?

Austin is known nationally for having a younger population; however our tenants range anywhere from early 20's to over 60 years old. Our portfolio's average tenant is in their late 20's to early 30's.

- What are some typical careers of the renters that my lease my investment property?

Bristile Properties has a wide range of residents. Properties in our portfolio are called "home" by upper management at Samsung to one of the most recognizable DJ's in Austin.

- Why do these residents choose to lease as opposed to owning?

Lending requirements have gotten much more stringent recently, therefore, taking many would be buyers and forcing them to once again lease. Many residents also choose to rent for the freedom of choosing school districts, the current status of their employment, or for the chance to move to Austin and "get to know" the city.