



## RENTMASTER RENTAL COLLECTION SERVICE

### HOW TO GET STARTED

So, you have heard about our Rental Collection Service, and you want to get started!

We focus on providing you with a *professional monthly rental collection service*. This means that you retain the relationship with your tenant.

Other agencies charge you large fees (8% to 12.5% of rental) for doing basic administration, and for occasionally finding a tenant. Our belief is that you would prefer to do these things yourself - or only pay for them as and when you need them.

*You therefore only pay us for those monthly services that you really need.*

(If you want us to find you a tenant, and to take care of the contracting process with that tenant, we can assist. We will then charge you separately for these services)

In order to use our services, we need to:

- Register you as a client
- Assess your prospective tenant
- Contract with your new tenant

**The process is simple and logical, and we will guide you step by step.**

#### **STEP 1 - Register me as a Client**

You must complete and sign our Mandate Form (available on request), or on our website at [www.rentmaster.co.za](http://www.rentmaster.co.za)

Please fax the completed form to us at *(021) 422-4176*.

When we receive your Mandate Form, we will register you as a User on our system

This will give you access to all the documents and tools that you will require.

As soon as you are registered, we will contact you and give you a User Name and a User Password to access the system.

#### **STEP 2 - Assessing Potential Tenants**

*Find a Tenant for you property.*

As soon as you have found the Tenant, please get him to complete the Tenant Application Form.

Also make sure that the Tenant gives you the following:

- A copy of his ID/passport (and residence permit if not from RSA)
- 3 recent pay-slips (or a letter from his employer)
- A recent copy of his bank statement
- An Application Fee (We suggest a fee of R75). This will cover the costs of drawing a credit assessment report on the Tenant.

The Tenant Application Form will be e-mailed to you, but is also available in the User Area at [www.rentmaster.co.za](http://www.rentmaster.co.za)

Assess whether the prospective Tenant makes the grade.

The document "**Assessing a Tenant**" will give you a guideline for assessing Tenants. The document will be e-mailed to you, but is also available in the User Area at [www.rentmaster.co.za/forms](http://www.rentmaster.co.za/forms)

If you think the Tenant does not make the grade, then please find another Tenant.

If the Tenant looks OK, please complete the top section of the Tenant Application Form. (Remember to tell select whether you want the Guaranteed Rental Collection, or the Rental Collection Service!)

When you are done, fax us the documents that you collected from the Tenant.

Here is the list again of the documents that should be faxed:

- The Tenant Application Form
- A copy of the Tenant's ID/passport
- 3 recent pay-slips (or a letter from his employer)
- A recent copy of his bank statement

Please fax the documents to us at 021 422 4176

We will now assess the Tenant's application.

We will draw a Credit Assessment Report on the Tenant - from the ITC credit bureau, as well as from the Tenant Profile Network.

You will receive an invoice of R50 from us for this service

We will send you a report with details of the Tenant's credit rating.

**STEP 3 - Contracting with a Tenant**

If the Tenant makes the grade, we can proceed to the Contracting Stage.

We will send you the following documents:

- Standard lease agreement
- Schedule of Defects
- Debit Order authority
- Tenant Deposit Form

You must ensure that:

- These documents are filled in correctly
- The Tenant signs all these documents, and that the landlord signs the lease agreement
- The Tenant banks the deposit in the correct bank account (see the Tenant Deposit Form for details). Ask the tenant to give you a copy of the deposit slip!

Fax us copies of the following completed and signed documentation:

- Standard lease agreement (with Schedule of defects)
- Debit Order authority
- Tenant Deposit Form
- Copy of Deposit Slip

Please fax the completed documents to us at (021) 422-4176.

**As soon as we receive this, we will start collecting the rent on your behalf!!**

(Please remember to collect the first month's rental from the tenant if you cannot get the debit order instruction to us before the 22<sup>nd</sup> of the month!)

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