



ALOHA WILMINGTON
REAL ESTATE

Who We Are

We are a professional management team that will work hard to maximize your investment income and protect your property. We understand the importance of being very detailed and attentive to the needs of our clients.

We have established strong and reliable relationships within our communities and local businesses. We have a deep referral network with local and national real estate agents and firms.

We screen each tenant carefully, providing owners (and tenants) added assurance. Let Aloha Wilmington Real Estate show you why we should be your only choice for long-term property management.

Fee Schedule & Timeline

Tenant Account Details

- Rent due on 1st
- Reminder to tenants on the 4th
- Late charges apply EOD 5th
- Written formal notice is sent to tenant on the 10th if there is still a balance on their account
- Eviction started by 15th of each month if not remedied



Owner Account Details

- Detailed statement of all units, income and expenses paid on your behalf.
- Funds disbursed on/around the 10th via direct bank deposit
- Annual statements are sent once the current year closes out
- All documents are uploaded to your online portal

Full or Partial Management Services

We offer varying levels of service that can be tailored to meet your needs. We can provide full property management covering tenant acquisition and retention, lease administration, accounting, and property maintenance. If you would prefer to manage your own property, Aloha Wilmington Real Estate has options that will help you throughout the process. We will assist you in marketing your property and screening prospective tenants. We can walk you all the way through getting your lease documents signed and then we turn the day-to-day landlord duties over to you.

Rental Analysis

Our professional and experienced team will perform a property (and market) evaluation to make our recommendations to help you get the best return on your investment.

Advertising Available Properties

Aloha Wilmington Real Estate uses a variety of online, social media, and offline marketing to reach prospective tenants. Our extremely high occupancy rate is a testament to the effectiveness of our overall marketing efforts and service level.

Property Showings

Prospective tenants will always be escorted by one of our team members when showing properties. We do not permit self-guided tours. We place lock boxes on vacant properties-the same as when you sell your home. This allows convenient access for licensed real estate agents to show your property to their clients, further reducing the time it takes to rent.

Applications and Screening Tenants

Once we have a possible tenant, we perform an in-depth screening process. We verify employment, income, rental history, criminal background check, credit check and search for any prior evictions as well. Prior to making the final decision, we consult with you for final approval.

Document Preparation

Aloha Wilmington Real Estate will prepare all required documents pertaining to the lease(es) forms prepared, and approved by, the North Carolina Real Estate Commission.

Security Deposits

To safeguard your investment in the event the tenant causes damage for which they are liable; we collect a security deposit from all tenants. The security deposit is held in an insured trust account in accordance with state regulations. All tenant's forfeitures and damage claims are handled in accordance with North Carolina Security Deposit Laws.

Rent Collection

Tenants are offered several options to make payments. They can conveniently pay online with a credit card or bank draft using our secure tenant portal. We also accept payments by mail or drop off at one of our two rental offices.

Property Inspections

Prior to the tenant's move-in Aloha Wilmington Real Estate will perform an inspection to confirm your property is ready for occupancy. Throughout the lease our staff will perform semi-annual inspections of your property to protect your investment. In the event of maintenance work, our vendors also report back on the condition of your property. At the end of the lease a final inspection will be performed to ensure there are no damages or other issues that require payment by the tenant.

Property Maintenance

Aloha Wilmington Real Estate works with many local professional contractors to guarantee your investment property receives top quality maintenance. We negotiate our vendor rates to get the best competitive pricing. Your home is assigned to a specific property agent to ensure they are knowledgeable with the maintenance history of your property. We provide 24/7 emergency maintenance coverage to further protect your investment property.

Accounting

Accurate and reliable accounting for your investment property is a priority for our accounting department. Monthly statements are available for online viewing 24/7 through our secure owner portal. Current monthly statements become available by the 10th of each month.

Evictions

While never desirable, in the event it becomes necessary to initiate the eviction process, Aloha Wilmington Real Estate will follow all state laws and procedures to protect your investment and work towards bringing about a resolution at minimal cost.

Tenant Communication

Your home is assigned to a designated property agent. This promotes continuity with the tenant, enabling the property agent to be familiar with the tenant as well as the property maintenance history.

Tenant Retention and Turnover

We work hard to not only keep our owners happy but our tenants as well. A satisfied tenant is more likely to renew and less likely to want to move at the end of a lease, creating more value for you. When a tenant does decide to move, we will perform a thorough move-out inspection and disburse the security deposit in accordance with state regulations. Your property will be made market ready as quickly as possible to reduce vacancy.

Keeping Abreast of Changes

Our staff of licensed professional property managers stay aware of industry updates and changing laws through continuing education and active memberships in industry organizations. We use the current forms and agreements prepared and approved by the North Carolina Real Estate Commission.



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