



Property Management

Serving York & Adams County

Foundation First Property Group is a trusted, local, family-owned property management company serving York, Adams County, and surrounding areas. With a portfolio of over 250 properties, including apartments, single-family homes, multi-family units, storage spaces, and commercial properties, we are dedicated to delivering exceptional service to property owners and tenants alike.

Our Services

We provide comprehensive, full-service leasing and management solutions tailored to your investment needs. Our goal is to let you enjoy your life while we handle the complexities of tenant and property management. Our services include:

- Tenant Screening
- Marketing
- Leasing
- Rent Collection
- Maintenance
- Property Inspections
- Court Representation
- Online Payments
- Financial Documentation
- Security Deposit Disposition
- Project Management
- And much more!

What Sets Us Apart

Owner Perspective - As property owners ourselves, we understand the importance of protecting your investment and maximizing returns.

Tenant Relationships - We foster accountability and satisfaction through open communication with tenants.

Transparency - Integrity and commitment to service are the foundation of our business.

Continuous Growth - As members of the National Association of Residential Property Managers (NARPM), we stay ahead of industry trends and market demands.

Proven Expertise - With over 20 years of combined experience in construction, maintenance, and property management, we provide cost-effective solutions that add lasting value.

Leading Technology - We utilize advanced automation to streamline operations and deliver seamless, efficient service.

Ready to Get Started?

Learn more about our services and guarantees by reviewing the attached information. For questions or to initiate a management agreement, contact us at:

Jeff Wright, Broker/Owner
717-797-4289 (M-F, 10:00 AM - 4:00 PM)

jeff@foundationfirstpg.com



Management Plans

Transparent Pricing with No Hidden Fees

Services We Offer	Gold Plan Full-Service Management	Blue Plan Tenant Placement Only
<u>Leasing Fee</u>	50% Of one month's rent	100% Of one month's rent
<u>Management Fee</u>	8% On gross collected rent	N/A
<u>Onboarding Fee</u>	\$50 per occupied unit Lease transfer, document uploads, tenant communication and database management	N/A
<u>Marketing</u> <ul style="list-style-type: none"> Rental Analysis Property Listings & Photos Project Management (Vacancy Repairs, Rehab & Cleaning) Marketing Syndication Video Tour Leasing Service Applicant Screening Pet Screening Lease Preparation & Signing Move-In Documentation Move in Coordination Tenant Portal Online Payment Processing 	<ul style="list-style-type: none"> ✓ ✓ 15% Oversight Fee 50% down for work to begin ✓ \$150 per Unit ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ 20% Oversight Fee 50% down for work to begin ✓ \$150 per property ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
<u>Property Management</u> <ul style="list-style-type: none"> 24 Hr. Maintenance Maintenance Coordination Lease Compliance Eviction Services Property Inspections Lease Renewal Services Security Deposit Disposition 	<ul style="list-style-type: none"> ✓ 20% Oversight Fee or \$450 Fee for AC & Furnace Replacement ✓ \$250 plus court costs Annual Inspection Included \$79 per additional inspection ✓ ✓ 	
<u>Financial Reporting</u> <ul style="list-style-type: none"> Rent Collection Monthly Reporting Online Owner Payments Year End Tax Statement Owner Portal 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<u>Guarantees</u> <ul style="list-style-type: none"> *Tenant Placement *Management Fee Guarantee *Owner Payment Guarantee *Leasing Guarantee *30-Day Guarantee *Lease Compliance Guarantee 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	

We Earn Your Loyalty

At Foundation First Property Group, we understand you have choices when it comes to property management. That's why we strive to earn and retain your business by delivering unparalleled service and offering the following guarantees. These guarantees are designed to ensure your property is profitable and you feel confident in our management services.



Tenant Placement Guarantee

If we place a tenant and they break their lease within the first 12 months, we will re-lease your property **at no additional cost**.



Owner Payment Guarantee

Your owner draw will always be processed **by the 10th of each month**, provided the 10th doesn't fall on a weekend or federal holiday.



Management Fee Guarantee

We only charge a management fee on **collected rent**. If rent isn't collected, neither is our fee.



Leasing Guarantee

You won't pay a leasing fee until we've secured a tenant and received their **first full month's rent**.



30-Day Guarantee

Our management agreements are **month-to-month**. You can terminate at any time by giving proper notice—**no termination fees** apply.



Lease Compliance Guarantee

Our residential lease is reviewed by a reputable local law firm to ensure compliance with Pennsylvania state laws and Federal Fair Housing guidelines.



Rent-Readiness & Habitability

Our Pledge of Habitability

We are committed to providing every tenant with a **clean, safe, and well-maintained rental unit** both at the time of move-in and throughout their tenancy. This pledge reflects our dedication to ensuring a comfortable and habitable living environment. In return, tenants are responsible for maintaining the unit during their lease and must return it in the **same clean and functional condition**, allowing for **normal wear and tear**.

By upholding these mutual responsibilities, we strive to foster respectful relationships, maintain property value, and ensure tenant satisfaction.

Why Standards Matter

To achieve optimal rent and encourage tenant longevity, we prioritize clear and consistent standards for preparing vacant properties. These standards ensure units are rent-ready and habitable, attracting qualified tenants and fostering satisfaction while protecting your investment.

What is Rent-Readiness?

Rent-readiness means evaluating and preparing a vacant unit to meet the expectations of the next tenant. The process includes:

Repairs: Addressing issues based on **safety, liability, and functionality** to ensure the unit is in sound condition.

Painting: Assessing walls, doors, trim, and other surfaces for **lifespan, condition, and cleanability**, with fresh paint applied as needed.

Cleaning: Performing thorough cleaning to create a **welcoming, fresh environment** and remove any traces of the previous occupant.

What is Habitability?

Habitability ensures the property provides a safe and clean living environment by maintaining:

- The **basic structural integrity** of the building, including floors, stairs, walls, and roofs.
- **Common areas**, such as hallways and stairways, in clean and safe condition.
- **Utilities and fixtures** that are active and functioning as intended.

The Value of Rent-Readiness and Habitability

Properly preparing a unit for tenancy:

- Attracts more qualified tenants.
- Increases tenant satisfaction and retention.
- Maintains property conditions and protects long-term value.
- Reduces the likelihood of landlord/tenant disputes over uninhabitable conditions.

Our commitment to these standards reflects our **pledge of habitability**, ensuring tenants enjoy safe and functional homes while property owners maximize their investment potential.



Vacancy Standards

Before placing a tenant, all vacant units must meet our **vacancy standards** to ensure a clean, safe, and functional living environment. When a vacancy arises, property owners will be advised on required and/or recommended work. If the work exceeds the property's maintenance limit, **owner approval and funds** will be needed before work begins.

Cleanliness

- Units cleaned thoroughly, including appliances, plumbing fixtures, cabinetry, light fixtures, cover plates, flooring, windows, heating units, doors, and moldings.

Carpets

- Carpets vacuumed, shampooed, and in good condition.

Fresh Paint

- Walls freshly painted or wiped down as needed.
- Fresh paint recommended every 3-4 years or as necessary based on condition.

Safety Repairs

- Smoke and CO detectors, electrical, plumbing, and heating systems tested for proper operation.
- Flooring, railings, and any trip or liability hazards addressed.

Mechanical Components

- All mechanical items (e.g., appliances, HVAC systems, garage doors, and lighting) must be in proper working condition.

Removal of Trash and Personal Items

- No personal items or trash left behind by owners or previous tenants.

Repairs Completed

- All repairs completed prior to advertising the unit or tenant move-in.

Utility Accounts

- Utility accounts must be paid, in good standing, and active. Balances must be cleared for seamless transfer of billing to new tenants.

Lawn Care and Snow Removal

- Lawns trimmed and sidewalks/driveways cleared of snow and ice prior to tenant move-in.
- Gas and electricity must remain on for leasing and repairs.

Locks and Security

- Doorknobs and deadbolts replaced or rekeyed after each tenancy to ensure tenant security.

Normal Wear & Tear and Tenant Damage

Understanding the difference between normal wear and tear and tenant-caused damage is key to maintaining rental properties and ensuring fair tenant charges. Below is a breakdown to clarify common scenarios.

Normal Wear & Tear	Tenant Damage
Flooring	
<ul style="list-style-type: none"> • Carpeting slightly worn or faded • Furniture marks in carpet or matted carpet in high traffic areas • Minor scuffing on wood floors and mouldings • Vinyl flooring worn thin, curling at seams and edges • Faded tiles, grout lines darkened • Plank flooring buckling/separating from expansion & contraction 	<ul style="list-style-type: none"> • Torn, stained or burned carpeting, pest infestation caused by tenant • Rust, oil, tears, burns, iron marks, candle wax, cigarette burns, urine, pet odors • Large gouges or scratches on wood floor, pet damage • Tears, holes or burns in vinyl flooring • Excessive grime so that tiles and grout need professionally cleaned • Water damage, deep gouges, use of abrasive chemicals & cleaners
Walls & Ceilings	
<ul style="list-style-type: none"> • Minor marks or nicks on walls • Few nail holes • Faded, yellowing or small chips in paint • Drywall cracks from settling • Loose wallpaper from seam or age • Stains on ceiling from leaking roof or plumbing 	<ul style="list-style-type: none"> • Excessive nicks and marks on walls • Anchor screws, bolts, excessive holes • Crayon marks, writing on walls, unapproved paint color • Holes in walls from doorknobs, accidents or moving furniture • Ripped, torn or marked up, unauthorized wallpaper installed • Food and liquid stains. Stains from overflowing tub/faucet or unreported leaks
Windows & Doors	
<ul style="list-style-type: none"> • Sticky Windows • Closet door off track • Loose or worn hinges, door handles, warped door • Hard to turn locks, sticky key hole tumblers • Delamination of doors 	<ul style="list-style-type: none"> • Broken window, broken or missing locks, torn or missing screens • Damaged or missing closer door, bent tracks, missing closet guides • Doors with broken glass, holes, or forced entry, broken/damaged hinges • Broken keys in locks • Damage to door jamb and assembly due to forced entry
Pipes, Fixtures & Plumbing	
<ul style="list-style-type: none"> • Drain clogs from normal use, clogs from tree roots or deterioration • Worn out motor on garbage disposal • Loose faucet handle/spout • Wobbly or running toilet • Aged fixtures or faded finish • Faded surface on mirror – black spots • Loose grout between tiles • Bathroom paint faded or small chips in paint • Toilet seat color faded over time • Wobbly ceiling fan 	<ul style="list-style-type: none"> • Drains clogged by grease, disposal of feminine products, baby wipes, trash or toys • Disposal of popsickle sticks, bottle caps, rocks, and foods not fit for disposals • Unreported active leaking faucet, causing cabinet damage • Cracked toilet tank or lid, missing both covers • Soap scum build up or grim in wet areas • Cracked or broken mirror • Stained, painted or missing tile grout. Mildew build up • Peeling paint from leaving the door closed during and after showers • Toilet seat broken or missing seat nuts • Broken or missing blades, globes, chains, remotes
Appliances, Cabinets & Countertops	
<ul style="list-style-type: none"> • Worn out refrigerator gasket • Ice build up in freezer from aged parts • Worn out igniters at stove, worn out coils • Worn or aged countertops 	<ul style="list-style-type: none"> • Excessive dirt behind and under fridge, clogged vents from lack of cleaning. • Broken or missing shelves, trays, bins or bars • Greasy/dirty stove or burner. Scrapes or dents. Broken hinges on oven door. • Broken, chipped or missing tiles, gouges, scratches and/or burns
Garage, Exterior and Landscaping	
<ul style="list-style-type: none"> • Faded garage door • Faint tire marks on driveway • Clogged gutters and spouting • Sink holes and muddy areas due to tree cover 	<ul style="list-style-type: none"> • Denting, scratches to garage door and jamb • Grease, leaking oil, excessive dripping on parking spots • Unmaintained lawns, weeds and beds • Dead grass due to pet debris, pools, lawn furniture, toys, gardens



Life Expectancy Chart

U.S. Department of Housing & Urban Development

This chart establishes standard life spans and depreciation rates for common household items. It serves as a guide to determine normal wear and tear versus tenant damage and calculates the prorated charge for tenant-responsible replacements.

Replacement Costs: When items have exceeded their lifespan, they are replaced without tenant charges.

Tenant Responsibility: If an item is damaged before the end of its life span, charges are prorated based on the remaining life of the item.

Household Item	Life Span	Rate of Depreciation (Per Year)
Furnaces	15-20 years	5% - 6%
Hot Water Heaters	10 years	10%
Sump Pumps	10 years	10%
Dehumidifier	5-10 years	10% - 20%
Air Conditioning Units	10 years	10%
Baseboard Heaters	15-25 years	4% - 6%
Carpeting	5-7 years	15% - 20%
Ceiling Fans	10 years	10%
Light Fixtures	10 years	10%
Smoke Detectors	10 years	10%
Carbon Monoxide Detectors	7 years	14%
Thermostats	10 years	10%
Gas & Electric Ranges	13-15 years	6% - 8%
Refrigerators	10-13 years	8% - 10%
Microwaves	7 years	14%
Dishwasher	10 years	10%
Interior Painting	3-5 years	20% - 30%
Exterior Painting	5-10 years	10% - 20%
Stain & Varnish	2-5 years	20% - 50%
Laminate & Linolium	5 years	20%
Ceramic Tile & LVP	20 years	5%
VCT & Wood Flooring	20 years	5%
Roofing	25 years	4%
Decking	10-15 years	6% - 10%
Window Shades & Blinds	3 years	30%
Wallpaper	10-15 years	6% - 10%
Toilets	15 years	6%
Sink Faucets	10-15 years	6% - 10%
Mulch	1 year	NA

Next Steps

Hiring a property management company is an important decision. To ensure a seamless transition, follow the steps below to start a property management agreement with us. You'll also receive a detailed Owner Welcome Packet to guide you further.

Schedule a Property Evaluation

Arrange a property visit with our property manager to assess:

- Overall condition.
- Current rental status.
- Rent potential.

Sign the Property Management Agreement

This legal document initiates onboarding and opens communication with our staff.

Complete Required Documentation

To ensure a smooth onboarding process, you will receive a digital form to complete through **Adobe** for our data collection team.

- Owner Contact Form
- Direct Deposit Authorization
- Utility Billing Authorization
- Property Details Worksheet
- Marketing Information
- W9 Form
- Notice of Consent Form
- Court Representation Form
- Leases and Contact Information for Existing Tenants
- Owner Insurance Documentation
- Keys to the Property and/or Units (2 sets required for vacant units)

Remove Belongings from Unoccupied Units

Ensure unoccupied rental units are clear of owner or tenant belongings, including items in:

- Attics & Basements
- Closets, Utility Sheds, Yards and Garages

Complete Outstanding Repairs

Coordinate with your property manager to finalize all discussed repairs.

- Marketing for vacant units will begin only after the unit is rent-ready.

Ensure Utility Accounts Are in Good Standing

- Pay any outstanding balances.
- Foundation First will transfer all utilities that must stay in the owners name and submit billing on your behalf.

Activate Your Owner Portal

You'll receive an email invitation from Appfolio, our property management software, to activate your Owner Portal. Use the email address you provided to sign in and manage your account.