

FAQ's for Renters

If I want to view one of your properties, what is the next step?

Call us and we would be happy to set up an appointment for you to view the property,

If I am thinking of moving to a rental home, how soon should I start looking?

You should start no earlier than one month prior to your target move date. Rentals will not generally be held for a particular tenant any longer than that.

When is my Rent Due and where can I pay my Rent?

Rent must be received before or on the 1st DAY OF THE MONTH your rent will be subject to late fees after the 5th of the month per your lease. Rent payments should be mailed to. Please include Tenant Name & Property Address with payment.

Realty World Executive Group
Property Management Division
3521 US Hwy 17-B
Fleming Island FL 32003

Payments can be made in person (cash is not accepted) at our office during normal business hours (Monday through Friday 9:00am-5:00pm. For your convenience we do have a Drop Box for payments made after hours. Rent is still due on the 1st of the month regardless of weekends or holidays.

Any Checks returned by your bank will need to be replaced immediately with a Cashiers Check or Money Order including NSF fee and any late payment fees as additional rent due. Please note: All future payments will then need to be in the form of a Cashiers Check or Money Order after a NSF check is presented.

You can also use our online system to pay your rent via EFT or with a credit card..

How do I get help for a maintenance problem?

All Maintenance Requests must be submitted in writing to Realty World through our Web Site at www.propertymanagementjax.com or www.realtyworldjax.com and the login link is under the Account Log In tab on the main page. All Maintenance Requests will be reviewed and Realty World will contact the appropriate vendors who will then contact you to schedule any approved repairs.

For emergencies please call our office at 904-215-5714 extension 102 and if after hours please leave voicemail.

Application Process

In order to make the application process easier and smoother for you we have prepared a document to guide you through the process. This will answer most questions that you as renter may have. If not please feel free to contact us and we will answer your questions. Please click on the following link.



Rental Application

Please click on the link below to access our Rental Application and Application Procedure. Any adult occupying the property will need submit a completed application along with the application fee of \$50 in certified funds (cashier's check or money order) due at time of application payable to Realty World Executive Group or apply online and use your credit card or do an EFT/e-check. Sorry personal checks are not accepted.

Apply Online Now

<https://jacksonville.managebuilding.com/>

Why Management?

Why Do I Need Professional Property Management

Homes that are professionally managed get better, more qualified renters, have fewer vacant periods (the highest cost to owners of rental property is vacancy) and are better maintained than those homes managed by owners.

People rent homes for one reason. They can usually rent cheaper and with less hassle than owning their own home. Professionally managed properties offer tenants a more hassle free renting experience. This ensures a happy renter and greatly increases renewal at the end of the lease period (Renter retention is key to having a more profitable investment property).

Independent owner/managers typically use inferior rental contracts that do not completely define the rental agreement. Our detailed agreements are time tested and specific to each property. Don't get caught in a bad lease agreement by using generic contracts.

Interaction between property owners and renters tends to be confrontational especially when they are in a poor lease agreement that does not outline in detail what the parties individual responsibilities are. The more interaction between owners and renters, the greater the chance for disagreement. Third party management greatly improve renter/owner relationships and renter retention.

Savvy tenants may avoid rental property that is not professionally managed. They have experienced disputes over security deposits and needed maintenance. They know how difficult it may be to find the owner in an emergency. They want to know that there is a professional team available to them that will handle every issue to the letter of the agreement

Owner Services

Owner Services

Marketing Plan

- Review your long-term goals
- Market analysis to determine rent
- Website placement: rentals.com, ahrn.com, realtor.com and the regional multiple listing service
- Vacancy minimization techniques

Showings

- Our property managers will show your property
- MLS lockbox

Landlord and Tenant Laws

- Full compliance with FS.83
- Full compliance with Fair Housing laws
- Professionally prepared leases to minimize your risk

Tenant Issues

- Handle all tenant communication
- Professionally prepared application
- Copy of photo I.D.
- Full background screening including credit, criminal history, eviction history & income verification – paid for by the applicant
- Move-in/out checklists

Maintenance

- Use only licensed and insured vendors for any necessary repairs
- Perform full quarterly inspections

Accounting

- Collection of rent, late payments, bounced checks
- Escrow of all deposits
- Direct deposit
- Complete year-end accounting with 1099

FAQ's for Owners

Owners - Frequently Asked Questions

Tenant Services

- All applicants are evaluated fairly and in compliance with the Federal Fair Housing Act and Florida Statutes Section 83
- All available properties must comply with Realty World Executive Group's minimum standards
- 24-hour emergency maintenance service and repairs by professional service personnel only
- Thorough explanation of the application and rental process
- Move-in checklist to ensure that each home rental is in good repair
- Prompt, courteous service

Florida Landlord & Tenant Act FS.83:

Copy and paste the link below into your browser.

http://www.flsenate.gov/Statutes/index.cfm?App_mode=Display_Statute&URL=Choo83/titlo083.htm

Log Into Your Account

Click the link below to be directed to your log in area for your property. Pay your rent, look up your lease or submit repair requests. If you have no account name or password please email rentals@rwjax.com and we will get the information to you.

[Tenant and Owner Account Portal](#)

Testimonials Page

Realty World Executive Group Property Management is a great rental company. They have made renting my property a pleasure. From the moment I decided to rent my property to the day to day concerns I'm stress free. I don't have to worry about a thing. They take of everything. And when something does come up they are on top of it. I have and will continue using and referring them to my friends and family. *A. Curran*

In May of 2011 I purchased a home in Eagle Harbor. Although I had every intention of living in it at the time, I decided to rent it because I had commitments in another state. I interviewed three different rental management agents. I was most impressed by Realty World Executive Group. They were prompt, courteous, professional and above all I felt they knew what they were doing. They've had my contract to manage my property ever since. Their record keeping and routine management tasks are always accurate and available, but here's what I like most about their service: "I can get in touch with them". It's that simple. I know I can get an answer to a problem right away. Here's an example. I received an email from Eagle Harbor homeowners association saying my mailbox needed to be painted. I forwarded the letter to Realty World. They got back to me right away and said they would have a look. Within a couple of hours I had an iPhone picture of the mailbox and their recommendation to indeed have it painted. They arranged to have their handyman do the work. On another occasion I had my annual termite inspection done and the technician said some of the areas needed to be re-caulked. Realty World reported the findings to me and made arrangement that same day to have the work completed. I can't tell you how important it is to have someone onsite that I trust. They do an excellent job.. My daughter and son-in-law also have a rental in the same area. They see the service I get from Realty World Executive group and have decided to switch when their current contract is up. I can't say enough about Realty World. I trust them completely and would highly recommend their service. *Michael from Fleming Island*

I would like to thank Realty World Executive Group for the outstanding job they did in finding me a tenant for my property in the Oak Leaf area. I have dealt with two other property management companies in the past and I did not receive the level of service that Realty World provided. I am in the real estate industry but I do not have time to manage my properties. I contacted Realty World and within an hour they were back to me scheduling a meeting to preview my rental. They were on time for our appointment, made good suggestions for getting the home in rental condition, researched the rental market for the average amounts of rents being charged, screened the prospective clients and presented me with a very good candidate for the property. Because of their efforts the home was rented within a month (there were numerous homes available in the area at the time). I will use Realty World, in the future. Please feel free to share my telephone number with any prospective clients. It's a joy to find this level of service today and I would strongly recommend your firms for property management. *Carol Studer*