



Management Process Blueprint

This visual blueprint outlines our complete residential property management flow. It is designed to give prospective owners clarity on how we operate from onboarding to monthly oversight.

1. Intake & Onboarding

- Owner submits property details via consultation or intake form
- Property documents reviewed (lease, insurance, compliance)
- Management Agreement is signed
- Property is entered into Zoho (tenant data, vendor info, lease terms)

2. Tenant Communication & Oversight

- Tenants directed to customer portal for communication, service requests, and rent payments
- All issues are documented and time-stamped
- Emergency calls routed through 24/7 escalation protocol

3. Maintenance & Vendor Coordination

- All vendors are vetted, contracted, and dispatched by F&F PM
- Work orders confirmed with before/after photo documentation
- Maintenance tracked and reconciled in Zoho for owner reporting

4. Rent Collection & Financial Processing

- Tenants receive automated invoices and reminders via Zoho/Stripe
- Rent collected and deposited to F&F PM
- Management fee retained (20%)
- Owner disbursement issued by 5th of each month (or per agreement)



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5. Reporting & Owner Communication

- Monthly income/expense statements generated
- Year-end tax summary prepared automatically
- Owner check-ins available by request (monthly or quarterly)
- All documentation available 24/7 in owner portal

6. Property Appearance & Inspection

- Routine drive-by checks and scheduled walk-throughs
- Lawn, curb, exterior reviewed for cleanliness and compliance
- Interior inspections coordinated with tenants (semi-annual or as needed)

7. Legal & Compliance Response

- Lease violations documented and addressed according to Florida law
- 3-day notices, cure-or-quit letters, and eviction prep handled when required
- Legal coordination managed professionally and promptly