

Brick & Mortar  
Properties

Property Management





# Property Management

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Carson City, Dayton, Minden  
and Washoe Valley

*Your Property. Our Priority.*





# MANAGING TO A HIGHER STANDARD

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Our Mission:

Our Mission is to deliver peace of mind to property owners.

Our Focus:

Quality rather than the quantity of homes we manage.

Our Commitment to You:

Our commitment to excellence, communication and technology, as well as our ability to respond and adapt to market forces, gives us the ability to provide the highest caliber of service to our owners and tenants.







### *01. Customer Service is Where We Excel*

Don't be tempted by amateur property managers who don't put your needs first. At Brick & Mortar, we aim to set the standard for customer service. Our team continually goes the extra mile for our clients.

### *02. We Focus On Open Communication*

Our goal is to build mutually beneficial relationships with every one of our clients. Part of that commitment includes keeping you in the loop and answering your calls and emails quickly. We never stop working on your behalf.

### *03. Honesty & Integrity are Important to Us*

Frankly, we're not interested in turning a profit at your expense. Our team is transparent and honest and we never try to keep difficult situations hidden from view.



# Straight-Forward Pricing

Our fee structure proves that we are motivated to get good long-term tenants not turnover and vacancy. We make money, when you make money.

## Management

10%

Of Monthly Rent

- Rental Analysis
- Multi Channel Marketing
- In person Property Showings
- In Depth Tenant Screening
- Pet Screening(if applicable)
- Lease Preparation
- Move-inspections
- Maintenance Coordination
- Owner Portal
- Direct Deposit
- 2 Yearly Inspection

\*min. management fee: \$140/month  
\$200 set up fee per property

## Large Portfolio

8%

Of Monthly Rent

8+ units under management

\*min management fee: \$120/month per unit  
\$200 set up fee per property



# Brick & Mortar Management



## *Colleen McKoy* Broker-Owner

Colleen grew up in Northern California and graduated with a Bachelors of Science from Montana State University in. After college she spent five years in Casper WY working for a non profit as the Director of Education in the housing development and home ownership industry. From there Colleen, her husband and two children moved to Carson City. There, she received her real estate license and started purchasing rental properties. She hired a property manager so she could focus on real estate sales. She quickly learned a subpar property manager can cost money, time and frustration. Shortly thereafter, she started self-managing her rentals and learned the in's and out's and trial and error. After a few years, in 2017 she started Brick and Mortar Properties to fill a need in the local property management industry. She has been fortunate to grow the business with quality owners, quality tenants and an incredible team.

Outside of work, she enjoys hiking, skiing, traveling and reading.



# Brick & Mortar Management



## *Anne Zoellner*

### Property Manager/Broker-Salesperson

After spending the first half of her childhood on and around various Army bases, Anne moved with her family to Lyon County in 1983, and spent the rest of her childhood living in rural Northern Nevada. A deep love of the mountains and people kept her here as an adult. The experiences of living in multiple parts of the country have exposed Anne to different cultures and ways of living, leading to an interest in residential real estate.

Anne has worked in Real Estate since March of 2006, when she first obtained her Real Estate license. In 2009, Anne had the opportunity to step into a role that allowed her to gain immense experience in both real estate sales and well as property management. Thus, she added additional licensing with a property management permit. In recent years, Anne has also added a Broker-Salesperson license. Now finding a home at Brick & Mortar Properties, she continues to strive in providing an extremely high level of Customer Service in both Real Estate Sales and Property Management. To Anne, quality service, communication and kindness are some of the most important aspects of her work.



## *Vicki Marotti*

### Property Manager/Broker-Salesperson

Vicki was born and raised in Northern Illinois, then headed West to attend Western Colorado College in which she majored in Business Management. After college in 1996, Carson City, Nevada became her home. Since then, she has resided in Carson City, Incline Village, Stagecoach and now home in Dayton. The last 17 years, she has been in local Northern Nevada real estate sales and property management. Owning her own rentals has taught her how to communicate effectively and provide excellent essential service to buyers, sellers, investors and renters.

Along with raising her two boys, her favorite part of the communities in Northern Nevada is the local events that are scheduled all year long. Local run and bike races, ski/snowboarding, golf, mountain biking, and coaching youth basketball for two counties has brought out her pride for the area and its residents.



# HAPPY OWNERS



## *Sudeep, Florida*

Vicki Marotti has been a blessing to our family. It's seldom that we come across such a dedicated and punctual person as Vicki. We always receive response from her no matter if it's a weekend or if it's after hours. She has guided me with property management decisions and has also pointed me in the right direction or to the right person when needed. Our family could not be more happy and content knowing that our property is managed by Vicki and Brick & Mortar.



## *Jeff, South Dakota*

I cannot say enough about the positive experience we've had with Brick & Mortar Properties. Although the leasing of our home was a new concept and somewhat intimidating to us, Colleen walked us through the entire process with the patience of a Saint. Colleen had several prospective (pre-vetted) tenants walk through our home and we went into contract almost immediately. We can rest easy and fully enjoy our retirement knowing that Brick & Mortar Properties and Colleen are managing the long term lease.



# HAPPY OWNERS



## *Kim, California*

Brick & Mortar Properties is absolutely golden! We live in California and they manage our home in Carson City and we could not have asked for a more dedicated, organized and sharp team to take over our property. They have access to contractors who are amazing if your property needs repairs, maintenance, cleaning, safety related additions, landscaping, etc. They are an amazing find and we are grateful for their oversight. Give them a call, they are very easy to talk to!



## *Mary Jo, Nevada*

As a Realtor working in the same industry with Colleen, I appreciate so very much her professionalism and competence. Their service is exceptional and she has taken care of my own personal properties without a hitch. Their communication skills are terrific and they are always available when needed. It is such a relief to have them managing my properties.



# HAPPY TENANTS



## *Luciana, Dayton*

Brick & Mortar and Ms. Marotti have been life savers! I received an offer of a job that was too good to pass up on a Friday and reached out everywhere. I could not find a compatible rental home in my price range. My last call was Brick & Mortar. I reached out to Ms. Marotti on Tuesday and by that Friday the lease agreement was signed and we were good to go. She alleviated so much stress and made the logistics of long distance move a thousand times easier. I cannot say enough good things about this business or these two ladies, Ms. McKoy and Ms. Marotti have been true blessings. Thank you Vicki for finding us a home!!!



## *Mariah, Carson City*

Renting with Brick & Mortar Properties was so easy! She's just and text or an email away and always replies! We were moving from out of state so finding a place to rent was definitely scary but not hard to do with Colleen's help. She made our transition as pain free as possible. I would recommend Colleen to anyone looking to rent or buy she goes above and beyond for her clients and makes things as easy as possible. We're so blessed we found her!.



# Accolades

*Nevada Appeal  
"Best of Carson  
City"*





# FREQUENTLY ASKED QUESTIONS

**1**

*How do you handle repairs?*

The property manager receives the repair requests. They try to troubleshoot over the phone what they can. If it requires a vendor's visit, we dispatch a preferred vendor. We provide our vendors with lots of work, so they give us preferred pricing. They have to carry insurance and meet certain qualifications as well. The management agreement allows us to complete repairs under \$250 as necessary, without having to bother you. Larger repairs over \$250 require owner approval, so we will contact you in those cases.

**2**

*Do you have a list of handymen, plumbers, and other trades you use?*

Yes, we have a list of preferred vendors we use. To be a preferred vendor they have to:

1. Have a business license.
2. Carry insurance.
3. Deliver great service and quality work.

**3**

*Does your fee include cleaning or any other repairs?*

No. Our fee covers the coordination of needed, not the services themselves.



**4**

*Do you make money on maintenance or have in-house staff?*

No, we do not make any money on maintenance, so there is no conflict of interest. We sub out all work.

**5**

*Can I use my own contractors?*

We prefer not. Over the years we have tried many contractors. Cost is always important, but as you know, sometimes you get what you pay for. The contractors we use provide quality workmanship and competitive pricing.

**6**

*Do you always get multiple bids on work?*

We have been doing this long enough to know what certain services should cost. This means we generally do not need to get multiple bids for routine maintenance tasks like carpeting, cleaning, small painting projects, small repairs, etc... We already know who can do the best work at the best price.

On larger projects like structural repair, replacing a roof, etc., we get multiple bids to ensure you are getting a fair price.

**7**

*How do rent payments work? Does the tenant pay you then you pay me?*

The tenant pays Brick & Mortar rent and we deposit it into our trust account. We direct deposit the rent minus our fee, and any other expenses, into a bank account of your choice.

**8**

*Do you send me a statement each month?*

At the beginning of each month we email an owner statement. The statement shows income and expenses for the previous month. For example, in June you will get the statement for the full month of May and part of June. We also include copies of work orders and invoices.



9

### *How do you set the rent?*

We perform a market analysis and recommend a rent range to list. Properly priced properties will rent in 4 weeks or less. Vacancy will quickly erode your revenue, so it is important not to price the property too high where it sits on the market.

What we do is figure out what is the highest rent the unit can get in today's market. Then we set the rent slightly below that number. Setting a slightly competitive rent does 3 things:

1. It generally attracts a higher-quality tenant. A good tenant knows he/she is in high demand, so they usually shop for a fair deal. Conversely, risky tenants are more likely to pay a higher price in order to get into a property.
2. The tenant is more likely to renew the lease.
3. The tenant is less likely to be nit-picky on repairs and upgrades, during the tenancy.

1

0

### *Can I approve the tenant?*

We do not include the owner in the tenant selection process. We spent a lot of time and money developing written rental criteria and an objective tenant selection process. When processing an application, we take into account FICO score, credit history, income verification, eviction history, and criminal history. Each tenant gets a score that says they are approved, conditionally approved (may be accepted with increased deposit or co-signor), or denied. We take the tenant selection process very seriously. If we pick a bad tenant where we are constantly battling them and chasing after the rent, Brick & Mortar loses money. We share a common goal to pick the best tenant possible.

1

1

### *Why can't I choose the type of tenant?*

Unless you are familiar with Fair Housing Laws and have developed your own written rental criteria, it is not in your best interest to choose the tenant. Fair Housing Laws are very strict and enforced by Federal, State, and local agencies. An owner may not intentionally discriminate, but because their selection process was not consistent and left room for interpretation, they could be found guilty of violating the law. We are trained in Fair Housing Laws and therefore the best person to pick the tenant.

1

2

### *Can I meet the tenant?*

You could, but we highly advise against it. One of the best reasons to have a property manager, is we are a buffer between you and the tenant. If you meet the tenant, you can be put on the spot for repair and lease term requests. The tenant should never have your contact information. When they do, often they will go directly to you with requests. This triangle of communication causes lots of problems for everyone involved.

1

*What if I have someone that wants to rent my place?*

3

Send the lead to us and we will send them information on how to apply. All tenants must go through our application process, even if you know them. Keep in mind, that renting to friends or family can get messy, so proceed with caution.

1

*How long is our management contract?*

4

We sign a one-year agreement that goes month-month after the initial term. However, you can cancel at any time if you are not satisfied. Either you are happy and we work together or you are not and you are free to go elsewhere.

1

*If I decide to go with you, what are the first steps?*

5

We will send you a contract to review and sign via E-Signature.  
If the property is vacant, we will walk the property and determine and make a list of all repairs needed to make the property rent ready. We email you regarding our findings and explain our plan to make it rent-ready.  
If the property is occupied, we contact the tenant and set up a walkthrough.

1

*What type of insurance do I need to carry?*

6

You need to carry a Landlord Policy. This has specific coverage important to landlords, so it is important you switch to this type of policy if you currently have a homeowners policy.

1

*Can I make changes to your management agreement?*

7

The terms in our management agreement are designed into our management systems. It is hard for us to change terms without having to change our processes. Therefore, we cannot change our agreement.



1

*I want to change my current management companies. Can you assist with the transfer?*

8

We can definitely assist with the transfer. The first thing you need to do is review your current management agreement to see what the cancellation terms are. Management companies usually require written notice of 30 days or more. After reviewing the terms of your agreement, contact our office and we can walk you through our process.

1

*What happens if the tenant ruins my property?*

9

We do a very good job of screening tenants upfront, so tenant damages are limited. However, even with the strictest of criteria, things can happen. Only a tiny percentage of our move-out dispositions have tenant damages exceed the security deposit. In that event, we try to collect the sum from the tenant. Should the tenant not pay, you will need to sue them in small claims court. We are not debt collectors but can refer you to companies who can assist you. We can also recommend an eviction warranty company to offset risk before a tenant moves into the property.

2

*How long of a lease term do you recommend?*

0

We generally sign one-year lease terms.

2

*Should I provide a Gardner?*

1

The majority of our owners pay for a landscaper. Typically, the service runs from April to November. We have a few landscapers we work with who provide great service and are an extra set of eyes on the property.

2

*Can you pay my mortgage, HOA, and other bills?*

2

We do not pay mortgages, taxes, insurance or HOA's, but are happy to pay your other bills at a \$15/bill per month fee. Per our agreement, your reserve will be increased by an amount equal to the total of the recurring bills.

**2**

## *Who holds the security deposit?*

**3**

Brick & Mortar holds the tenant's security deposit. By law, the money belongs to the tenant and can only be used for past due rent or damages. The property management company is a neutral third party. We hold it in a trust account until the time of move out.

**2**

## *Do I need to provide a fridge and washer/dryer?*

**4**

Yes, in the Northern Nevada market, it is common for rentals to include a fridge. The fridge needs to be comparable in style to the quality of your home. Washer/dryer's do not need to be included.

**2**

## *Can I rent my property furnished?*

**5**

Brick & Mortar does not handle furnished rentals. Should you choose to rent furnished, we can refer you to a company who can assist you.

**2**

## *Do you sell homes too?*

**6**

Yes, we sell many of our client's investment properties, as well as help our investors purchase additional properties.



# Get In Touch With Us

For inquiries or follow-ups

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