

**Frequently Asked Questions - Clients**

* How far in advance do I need to contact Globe Trotter to receive services?
* We can assist you immediately. After an initial in-home or phone (if you are remote) consultation where we will take professional photos and collect information about your needs, preferences, and timeline, we can begin managing your property. To take advantage of our tenant location services, we generally recommend contacting us at least 4 weeks before you need to place a tenant. Of course, we can work on short notice as well – and have had great success in placing high-quality tenants very quickly.
* Do you offer online payment for tenants and owners? How do I receive my monthly rent payment?
* Absolutely – we centralize all of our payment systems. We use Buildium, LLC to collect all monthly rent from tenants as well as to pay clients rental income. We also provide all tenants and clients with access to Buildium, LLC to create personalized portfolios. On your personal portfolio, you can track past and present income, expenses, work orders, inspections, leases, licenses, your management agreement, verify your tax information, and any other pertinent documents pertaining to the management of your property.

* How much money should a tenant make and what minimum credit score should a tenant have in order to rent a certain home?
* In general, tenants should not be paying more than 40% of their annual gross income in annual rental payments. While this number is generally accepted as the upper limit of the spectrum (some advocates prefer 25-30%), the stability of the DC job market provides some flexibility in this regard. We recommend a minimum credit score of 650 to be considered for tenancy, but 700+ is preferred.
* What kind of insurance should I get for my home?
* Homeowners should retain a landlord policy (also known as a fire policy) for your single family and townhome. Condo owners should request a walls-in policy. In addition to ensuring that you have adequate coverage to replace your home, we suggest you look at flood insurance as applicable. Finally, we strongly recommend that all clients purchase business income loss insurance to cover your lost rental income in the event of a fire or other loss.
* How do you locate a tenant for me?
* We advertise on over 30 websites, including some restricted access websites. This breadth ensures that we are covering the target market for your home completely. Once we have completed the open house and/or individual home showings, we carefully review each applicant’s background. This includes a security, credit, background, and rental history search conducted through Buildium, LLC and TransUnion credit agency. Taking into account the results of our investigation and your personal preferences, we select the client that will be the best fit for you.
* What should I do to my home before I market it?
* To put your best foot forward, a clean and uncluttered home is essential. We recommend hiring a professional to polish every nook and cranny, with particular focus on high value areas: the kitchen, bathrooms, and bedrooms. We also recommend professional HVAC, furnace, and chimney cleaning (as necessary). Certainly, we can contract these services for you if you don’t have a trusted contractor to rely on.