

## Property Management Fee Structure



- The monthly management fee is 10% of rent collected with a minimum of \$50. Turnkey clients enjoy a discounted rate of 9%.
- After purchase, the first tenant placement fee is waived. This is 80% of the first month's rent or \$800, whichever is greater thereafter.
- In addition to the vendor invoice and materials purchased, there is a 15% maintenance fee.
- There is a 5% fee if property management pays any invoices on the owner's behalf (i.e. attorney invoices, utility invoices, taxes, insurance, etc.) The owner has the option to pay these to avoid any additional markup.
- Lease renewal fees are \$195 for a 1-year lease and \$325 for a 2-year lease. This will be returned to the owner if the tenant moves out before fulfilling half of the renewal without the tenant paying a lease break fee.

## Property Management FYIs

- To provide the possible best customer service to our investors and tenants, property management pays one month in arrears. This allows us to quickly service any maintenance issues our tenants experience and request wired funds, which can be an inconvenience for our investors.
- We collect a reservation fee from our tenants in lieu of a security deposit. While this acts *like* a security deposit, it differs in that property management doesn't keep these funds in an escrow account. Instead, it is paid to the investor as income after tenant occupancy. This essentially means you'll receive your security deposit upfront rather than when a tenant moves out.
- You will be assigned a portfolio manager to act as your point of contact for all communications. This portfolio manager will also be the point of contact for the tenant. Upon closing, you will be given that individual's direct line and an investor hotline so you are practically guaranteed to get a person on the phone whenever you call. This system allows us to provide best-practice customer service, which is a priority for us!
- We use PropertyWare property management software. For the best customer service, we strongly recommend utilizing the portal to communicate with your portfolio manager.
- The threshold for requesting owner permission on maintenance is \$400.
- We have clear transparency with our billing and maintenance. You will see before and after pictures along with a vendor invoice to match.