

LIFECYCLE OF PROPERTY MANAGEMENT

1

PMA Signing

- Property Reserve & Onboarding call scheduling: Once the agreement is signed, you will receive an email directing you to add reserve funds (\$500) to your account and schedule a call with our account manager.
- Client Onboarding: Our account manager will reach out to you to schedule a phone call to discuss details about your property, as well as collecting forms and documents related to the property we're managing.

2

Make-Ready Preparation

Our make-ready manager will reach out to you once reserved funds have been deposited. Our make-ready manager will be in charge of *preparing your property for new tenants* and would therefore request additional funds depending on the amount of work that needs to be done for repairs. *Minimum* requested amount is around \$1500 but the amount may vary depending on the size of the home.

3

Listing Process

Once the property is ready for showings, our sales manager will be listing your property. Your property will be listed in multiple listing platforms including but not limited to MLS, Zillow, Apartments.com, and Realtor.com

4

Applications

Tenants interested in your home will apply through our website. The typical timeframe to complete the application process is 2-3 business days once the application was received. The actual time to complete the process may differ depending on how fast we get verification checks back from their landlord or employer.

5

Leasing Process

Once applicants are approved, they are required to sign the lease and get the rent and deposits paid within 48 hours from approval. At this point, the property will be listed as "pending" in the market and will be back to active if the applicants fall through.

6**Move-in Process**

- Once the property is leased, we will require the tenants to submit their proof of utilities prior to their move-in day. If the utilities are currently under your name, it should automatically cancel your account unless the tenants used a different utility provider.
- We will take care of assisting the tenants into the home. This will include providing them with all the necessary information on where to get keys on their move-in day.

7**Managing Your Home**

- We'll take care of your tenants and home. They will be provided a portal to process rent payments and submit maintenance requests.
- Over time the tenants will be submitting maintenance requests for your home. Rest assured that we have systems in place to determine if the issue is something you as a homeowner is responsible to cover.
- We have a \$500 threshold limit - this means that we will proceed with repairs less than \$500, and will request your approval if the cost is more than that.

8**Lease Renewals**

- 80 days before your tenant's lease expires, we will reach out to you to see if we could renew or relist your property if the tenants move out or if you have any other plans.
- Once we get a go-signal from you, we will be sending the tenants the renewal offer. Whenever possible, we will increase the rent for you.
- If tenants accept the offer, we will proceed with scheduling an interior inspection to determine if they have been taking care of the home prior to sending them the renewal agreement.

9**Property Acquisition / Property Sales**

If you're looking to expand your portfolio, our experienced sales team is here to help. We specialize in connecting property owners with qualified buyers, and our goal is to help you achieve the best possible outcome for your sale. Whether you're looking to sell/buy a single property or expand your portfolio, we have the expertise and resources to guide you through the process from start to finish.