

## Rental Management Specialist



**Free Rental Rate Assessment**

### Why use a Professional Property Manager?

- Maximize your Returns
- Minimize your Risk

#### **Maximize your Returns**

Lower your vacancy rate  
Place qualified tenants  
Maintain the integrity and value of your Property

#### **Minimize your Risk**

Thorough knowledge of the Residential Tenancy Act (RTA)  
Utilize Proven Leases and Documentation  
Repairs and maintenance by qualified tradesmen  
Rent collected by Postdated cheques (phasing out), ETFs, and/or our new Tenant direct pay portal  
Mitigate Tenancy Disputes  
Receive Emergency Calls 24/7  
Liaise with Strata Corporations, Insurance Companies etc.

### Why use Michael Ragosin to manage your property?

- Professional Management
- Professional Tradesmen & Maintenance people
- Advertising
- Relationships
- Non-Resident Tax

#### **Professional Property Managers**

Licensed and Experienced  
Thorough Knowledge of the Residential Tenancy Act  
Working flexible hours to manage your property

#### **Providing the following Services:**

Maximized Rental Incomes  
A Free Rental Value Assessment For Your Property  
Marketing the Property for Lease  
Scheduled Private Showings  
Application Management  
Tenant Approval and Selection (including credit checks)

Collect Security and Pet Deposits  
Negotiate Lease Terms  
Sign Lease Documentation and Addendums  
Move-in Condition Reports  
Move-out Condition Reports  
Monthly Rent Collections by Pre-Authorized Payment (PAP) (when possible)  
Electronic Money Transfer (EFT) to Owner  
Schedule Repairs and Maintenance  
24/7 Emergency Call Service for Tenants  
2 Suite Inspections per year  
Tenancy Dispute Mitigation  
Quarterly and Year End Statements (as required)  
Liaise with Strata Corporation, Insurance Corporation etc.

### **Tradesmen & Maintenance**

Qualified, Ticketed, Insured and Bonded  
Reasonable rates  
No up charging on invoices  
Emergency Response

### **Advertising (no additional costs\*)**

Setting Industry Standards in Internet Marketing  
Maximum Visibility on various Websites  
Free On-line Advertising  
Free Full-Page Website Advertisements  
Free Search Engine Optimization for Rental Advertisements  
Free Professional Quality Photography  
Free Video Tour of Your Rental Property  
Free Advertising on Facebook, Twitter Page, YouTube, Craigslist, Kijiji, and Rentals.ca  
Excellent rates for print Ads

\*(when required, some web platforms charge a small fee)

### **Relationships**

Direct Communication with Owners & Tenants  
24/7 Emergency Responses for Owners and Tenants  
Direct Contact with your Property Manager  
Long-term Relationships with Tradesmen

### **Tenancies**

Qualified Tenants  
Full Reference Checks  
Full Credit History Checks  
Criminal Check if Required  
Long-term experience in vetting tenants

## **Our Fees:**

### **Initial one-time set-up fee of \$125.00.**

Onboarding all property information, setting up the bank accounts into which the rent will be paid, Photographing and creating a Virtual Tour of each rental property and setting up the tenants' & owner's online portal for each property.

**Tenant placement Services (only)** 1 month rent up fee, based monthly rent on a 1-year lease.

### **New Tenant placement with monthly management services:**

½ month rent up fee for any house or Condo with full property management service.

### **Monthly Management fee:**

#### **The Vancouver, Burnaby, Richmond area:**

Our min monthly Fee is \$145.00 a month or 5.5% of the gross monthly Income whichever is greater.

#### **Surrey, White Rock, Port Moody, Coquitlam**

Our min monthly fee is \$165.00 a month of 8.0% of the gross monthly Income, whichever is greater.

#### **Langley, Abbotsford**

Our min monthly fee is \$185.00 a month or 10% of the gross monthly Income, whichever is greater.

## **Our Guarantee:**

As a part of our property management service, we keep your rental rate up to date by regularly increasing the rent as prescribed in the tenancy laws. By the same token, we hire cost-efficient, trusted contractors to keep your maintenance expenses low. In addition to these measures, we minimize your vacancy rates by advertising efficiently and effectively. More importantly, we will find you a tenant within a month; or you don't pay for the tenant placement (some conditions apply). Likewise, if your tenant leaves prematurely within the first 12 months, or we find you a new tenant free of charge.

\* Does not apply to Short-term rentals and vacation properties.

No Hidden Charges or Fees

No Renewal Fees

No Up Charging Invoices

No Inspection Fees other than special request

Never locked into any contract:

If for any reason you are not completely satisfied with our service or change your mind in having us manage your rental property, you can cancel our service without any further cost or obligation.

Licensed property manager with



## Online Web portal for tenants and owners:

### Free for tenants

Our platform is available to all your tenants at no extra cost.

Tenant portal

Keep your tenants in the loop.

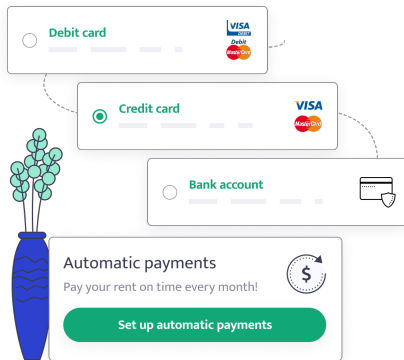
Give your tenants easy access to everything they need for their rental.

Deliver a message to several tenants at once, and see exactly when each person reads it

**Receive maintenance requests.**

Give your tenants an easy way to contact us when they need repairs with our streamlined ticket system.

**Owners:** There is a \$10.00 monthly per bank account, charge by the clearance provider and this fee can be added your account. For this service.



#### The best way to pay rent.

With our online payment solution, rent goes directly from your tenant's account to yours, whether they pay by bank transfer, credit card or debit card.

It's also easy to set up automatic monthly payments.

Tenants can choose how to pay and who you choose who pays the transaction fee. You can pay the transaction fee, or your tenants can pay them. You can even split them, it's all up to you.

\*Each transaction using a debit bank card is \$1.65. If a tenant pays with a credit card, then the fee is higher, and tenant would bear that higher cost.

With our online payment solution, rent goes directly from your tenants account into your account of choosing, whether they pay by bank transfer, credit card or debit card. It's also easy to set up automatic monthly payments.

As there is a transaction fee of \$1.65 charged (I suggest that we pay this fee or provide a rebate for this fee for the 1<sup>st</sup> year), so we get all tenants to buy into using this system and using the portal to pay their rent

Roommate access



All residents can create an account, even if their name is not on the lease.



Tenant portal

Keep your tenants in the loop.

Give your tenants easy access to everything they need for their rental.

Deliver a message to several tenants at once, and see exactly when each person reads it

**Receive maintenance requests.**

Give your tenants an easy way to contact you when they need repairs with our streamlined ticket system.

Tenants will be able to pay rent that which monies will be directly deposited in the owner notify us of any repairs needed, or questions and track reply and progress. View all documents tenancy agreements, inspection reports and photo.

Owner will be able to view, tenancy agreements, rent paid, tenants insurance policies, tenant notes, Balance sheets, Income statements, general ledgers, Inspection reports and photos, Maintenance issues, progress reports, trade invoices, suggested upcoming maintenance and repairs.

Should you have any questions or would like to discuss things further, please call 604.644.0550

**Michael Ragosin**  
**Heller Murch Realty Ltd**  
604.644.0550