



Property Management Specifics

We are happy you are considering working with our team here at Tree Realty! We want this process to be transparent and simple for each of our homeowners so we've done our best to list the key points for you below. Any questions, just ask!

Property Documents

You will need to submit a **New Property Information Detail** form to us so we can learn about the specifics of your property including your preference for pets, home warranty account information, appliances included etc. as well as a **Direct Deposit** form so we can set you up in our software system Appfolio.

From there, we will generate a Property Management Agreement for you to sign in order to begin managing and listing your property for lease. We will run a **Competitive Market Analysis** and review it with you to determine what a competitive listing price will be and review any strategies we would execute based on the listing season, changes in market etc.

If you would like to see a sample Property Management Agreement or Residential Lease, please just let us know and we can send it over by email!

Make Ready

Each property will go through a make ready process, which means to prepare the home for listing. For your initial onboarding with Tree Realty LLC, you will pay for a 1-time cleaning for your home. Going forward, we require the occupying tenants have the home professionally cleaned at the end of their lease per our lease agreement, hence the 1-time fee.

Yard work would be another expense while the property is vacant. We want to keep the curb appeal strong for potential tenants. Once tenants are in place, they are responsible for maintaining the yard, per our lease agreement. Any negligence on their part during their lease term will result in a loss of their security deposit.

A list of make ready actions will be created upon Tree Realty's visit to your home. We do our best to do as little as possible to prepare the home to list, so we aim to keep this list small as possible. We will be inspecting the property for any potential issues but otherwise include minimal touch up paint and nail holes in this list. Most make ready's cost less than \$500.

Once your tenants have moved in, a rekey cost of \$120 (depending on the number of doors) will be required. This is the cost to have our trusted vendor, Mr. Rekey, inspect the property to be sure it's up to Texas Property Code (adequate peepholes, deadbolt locks, etc) as well as rekeying the property for the safety of your tenants. It is required by law to have the unit rekeyed after all new tenants have moved in.

Maintenance

Traditionally, most Property Management companies mark up maintenance invoices by 10%-20%. We do not do that. We leverage our Broker's preferred vendor list to complete any maintenance issues at a competitive rate. Each invoice you see in your Owner Portal on Appfolio will include a copy of a vendors invoice to remain transparent with you.

In the event your property requires a repair, we will reach out to you if the job quote exceeds \$200, which is our recommended maintenance limit, in order to proceed with scheduling a vendor. We are sure to get multiple quotes from our vendors to ensure fair rate for the job. In the event of an maintenance emergency, we will deal with it immediately and notify you as soon as possible.

Any maintenance invoices will be deducted from the following month's rental payout. If a repair is over \$500, we may require you to provide an Owner Contribution, which means to deposit money into your property reserve in order for Tree Realty LLC to pay for that repair.

Application Screening

We have a 5-point rental screening and remain thorough with our approvals. With over 10 years of experience, our Broker's expertise in vetting applicants remains the main reason there are only 2 evictions in the history of Tree Realty LLC. Applicants must make at least 3x rent, have a positive rental history for at least the previous 2-year history and have a good standing credit score. They are also not eligible to rent with us if they have any prior criminal history.

You are able to be as involved or uninvolved with this process but please know we are not able to share any specifics about the application results of the screened tenants per law. We can only inform you if they meet our criteria and if we would rent to them.

Before any property is eligible for a renewal on their lease, a renewal walk through is scheduled with our Property Manager and the current tenants. We conduct this walk through 30-60 days prior to the lease expiration date to be sure the property has been maintained to our standards. This includes inspecting each room, including the exterior and interior wet areas. Once we have approved them, we will run a **Competitive Market Analysis** to review rate increases. We want to be sure we are competitive and relevant with these increases.

Make that Money

You are now an **Investor** with active income flowing in each month! You have planted roots in our community!

We commit to managing the needs of your property and your tenants so you can rest easy knowing your investment is in the right hands. We aim to take care of you and your property while considering your investment aspirations and work diligently with you, your tenants and maintenance to ensure a positive experience for all parties.

Each month, your rental income minus our management fee of \$95 (and any maintenance invoices) will be deposited into your account between the 10th-12th of the month, depending on how weekends and holidays fall. This is referred to as your **Owner Draw**.

Within a day or 2 of that transaction, we will send you an **Owner Statement**, which you can find in your Appfolio owner portal. This statement will lay out all the financials for the previous month and include links to all of your maintenance invoices. End of the year statements are also available here and are a very easy way to track and record all of the expenses for your investment. It is a very easy way to be prepared for your CPA when tax season comes. This portal is available 24/7. Executed leases and property documents (home warranty contracts, etc) will also be located in the portal.