



When will I hear from you?

The most important thing we can do before signing a management agreement is to ensure that our investors know what to expect and when to expect it. Sharing those details up front is the best way to keep our clients happy. If investors and managers are on the same page everything goes according to plan, well as much as it can in leasing and property management.

Below is a timeline of when you should expect to hear from us. This will enable us to keep our eyes on the prize and focused on keeping your property leased and profitable.

- When we first go live on the MLS
Once “active” on the MLS we’ll email you a copy of the listing. Please keep in mind that the MLS restricts what we can do and we still may be working through some of the details of your listing.
- Weekly on Tuesdays, only if pricing is adjusted.
No new is good news on a Tuesday. We re-evaluate pricing every Tuesday to ensure your home will lease in the appropriate number of days for the greatest ROI overall. We can ask for one million dollars a month however the market may not agree. Our job is to find the best outcome on your behalf. We evaluate the market conditions, run comps and make adjustments, only if needed, on this day.
- Once we have a signed lease in place.
We will send you an email letting you know the move in date, the lease end date and the monthly rental rate we were able to obtain.
- When there is maintenance needed above our repair limit.
You should receive an email with details of the issue as well as a recommendation and an estimate of repairs. If you’d like to speak to our staff just let us know and we’ll give you a call. If you’d like to speak directly to the service provider you are welcome to do so to gain a greater understanding of the issue. Please keep in mind that prior to the email or call we’ve already run through different options and scenarios to find the best solution. If we recommend a vendor it’s because we believe that in this case that vendor is the best solution.
- Notification of tenant turnover.

If your tenant gives us proper notice, improper notice or works with us to find the best solution to a hypothetical bad situation we'll email you of what we have and where we are going.

An example might be: "We received notice that your tenant will depart in 60 days. We're already at work marketing the property as needed, preparing the tenants and property for the turnover. As we have more information about the condition and requirements of any required make ready needs we will forward you estimates and recommendations. Thank you for your business."

- Throughout the year for any special events or situations
Should something unusual arise we'll let you know. Keep in mind that our unusual and yours might differ. We've seen and hear a lot! Also at various times of the year we may notify you about on site reports we'll be conducting at the property or any special events we're having such as surveys, parties or drawings.

If you simply miss us, let us know and we'll be happy to set up a time to connect or even buy the coffee. Typically no news is good news. You're paying us to deal with the headaches, non-emergency emergencies, late night calls, complaints and minutia so sit back and enjoy some time with your family or friends. We'll be working for you here.

_____ Signature

_____ Date

By signing here I'm letting you know that we're on the same page.