



# Steps to Success

**PROPERTY MANAGEMENT SERVICE PACKAGE**

**We make real estate investing easy!**

### STEP 1

## Discovery Call



Jump on a quick call with one of our property management specialists to discuss your needs and goals for your Austin real estate investment. Your situation and goals are the focus of this call. We will discuss the how, when and why that's driving this investment. If we don't have a roadmap we can't get there and we're here to get you to your destination.

### STEP 2

## Analysis



Our team will get to work building a strategy for the lifetime of our partnership with you and your rental property. Using our industry knowledge, we will align your goals with a specially crafted "Go-to-Market" plan - including a rental estimate, make-ready recommendations, and a property marketing plan.



### STEP 3

## Agreement & Paperwork sent... then Signed

Every great partnership should have rules of the road. We're here for your best interest and being on the same page allows us to deliver the best outcome possible.



## Introduction to Onboarding

During this first phase of the agreement, it's all about ensuring that we have a clear understanding of what your real estate investing goals are, and that you have a clear understanding of what our partnership and services will provide. From the discovery call, to paperwork agreement, to an introduction of our backend processes and procedures, we'll guide you every step of the way.



STEP 1

## Property Reserve, Deposits & Utilities



Your team of property managers and onboarding specialists will step in to get the appropriate reserve funds, utilities and deposits situated for your rental.

STEP 2

## Evaluation



Your property management team will run a rental property and market evaluation to ensure that you're ready for market and at the right rental rate for the location and specifications, all so that you get the best resident in place quickly.

STEP 3

## Approval & Funding

Should any repairs or legally required modifications be necessary, we'll gather estimates, seek your approval if they're above our agreed dollar authorization and gather any necessary funds to approve and proceed.



STEP 4

## Make Ready!

Based on our initial evaluation, this will be the time to get your property looking its best and functioning properly. Make it ready for move-in so your resident can truly call it home.





#### STEP 5

## Security Deposit

If you already have residents in place, we'll collect the security deposit from your prior property manager and hold it in our trust account per state law. We also offer an optional service which provides you and your previous resident with a list for the security deposit itemization.



## Photograph, List, & Market Property

This phase is all about getting your property funded, prepared for online marketing, and to start rolling in rental applications. Professional marketing photos and video will be prepared to make your rental property competitive while it is professionally marketed on the Austin MLS, over 50 top rental websites around the world, as well as, to the clients that our partner brokerages represent.

Your team of property management professionals will help guide you toward ensuring your property is priced correctly and is in proper condition to go to market. Doing your due diligence in the beginning will give your rental property its best chance to succeed by getting the best resident under contract and by keeping them in place for the long haul.

## ACQUIRE RESIDENTS

#### STEP 1

## Listing Updates



Your property management team will provide a weekly update with the status of incoming applications, showings and market performance.

#### STEP 2

## Application Processing

Application criteria, processing, background checks and employment verifications are all handled by your property management team and our state-of-the-art software.



**STEP 3**

## Sign & Collect



Once a resident has been approved, your property management team will create the legally required leasing documents, disclosures, etc. and transmit them for electronic signatures. Once signed, we'll verify all applicable paperwork and collect security deposits to prepare your new residents for move-in.

**STEP 4**

## Verify Property is Ready

We'll send our maintenance professionals to your rental property one more time before your residents move-in to ensure everything is as it should be and to document the condition for a future security deposit itemization.

**STEP 5**

## Collect Rent & Move-In Residents

Your property management team will collect rent on your behalf and assist your residents with any questions or needs during their move-in process.



## Start Ongoing Rent Collection

Your property management team will manage rent collection throughout the lifetime of the resident's contract and will disburse payment directly into your desired bank account. You'll be able to monitor all of this in real time via your investor portal.



START!



### Rent Collection

Monthly collection of rent via resident portal or via physical check.



### Pay Bills & Disperse Funds

Your property management team will pay any necessary bills associated with your rental (i.e. maintenance repairs, lawn service, etc.) and disburse remaining rent allocation to your designated bank account. You can even see all income and expenses in real-time (24/7), as well as, copies of invoices through your investor portal.



### Lease Enforcement

Your property management team will ensure that your residents are consistently complying with the terms of their contract. If any violations were to occur, your team will take the necessary measures to address and remedy the situation.



### Maintenance

Our professional maintenance team will handle incoming maintenance requests, issue troubleshooting, scheduling for repair and monthly maintenance reporting.



### Resident Requests

Your property management team will handle all incoming resident calls and emails on your behalf; including maintenance issues, rent payment, general account questions, etc.



### Property Walkthroughs

Semi-annual property walkthroughs are performed by our professional maintenance team and trusted handyman vendors to ensure your property is always in optimal condition.

CONTINUE

## PMA Renewals

This is the best time to review the numbers. Your senior property manager is available to review the performance of your investment, provide updates should there be any, and initiate your property management agreement renewal. Don't hesitate to ask for one of our free returns on equity evaluations.

## Lease Expires & Renews

When your resident's lease expiration is within the next 90 days, your property management team will step-in to evaluate rental rates and initiate the lease renewal process and agreements.

**REPEAT!**

*\* starting from Rent Collection*

UNLESS...

## So what if my current resident decides not to renew?

If your current resident decides not to renew then we restart the process beginning with Deposits & Utilities. Your team of 3 property managers will step in to get the appropriate utilities and deposits situated for your rental.



## Service Completion

We never like to see a partnership with one of our investors end, however, we understand that life calls for change at times. At this point, we will provide you with a wrap-up report detailing your income and expenses, much like a profit and loss statement, while being managed with 1836 Property Management.

