



*We are Specialists in
Leasing & Property
Management*



Renaissance Properties Management, LLC is a comprehensive residential real estate service firm, headquartered in Richmond, Indiana, and has been involved in residential property management and renovations within the Eastern Indiana real estate market since the early 1990s. Although we primarily serve the city of Richmond, our clients' properties can be found in Centerville, Hagerstown, Milton, Cambridge City and Winchester.

We Manage A Wide Range Of Properties

We currently manage approximately 260 units for over 60 owners who live across the United States, the Caribbean, and Australia. While most of our clients own only 1 property, we do have multiple clients who own 6 properties or more. Our diverse portfolio of residential properties consists of single family homes, duplexes, townhouses, cottage-style homes, and multi-unit apartment buildings.

Our firm is uniquely positioned to manage a wide range of residential real estate. Our leader and a principal real estate broker, Paul Medvin, is a highly qualified property manager with over two decades of expertise in real estate and a strong background in finance. To learn more about his qualification please check his professional profile on linkedin. You can click link below to directly visit his professional profile: www.linkedin.com/in/paulmedvin

We employ 4 dedicated fulltime administrative staff members who have a combined 12 years of experience in the field and fulfill numerous roles in the areas of leasing, marketing, book keeping, operations, project management and client relations. Our highly proficient maintenance crew consists of 5 full-time employees with a combined experience of 25 years.

We Use Web-Based Management Software

We utilize a web based property management software that allows us to organize and coordinate tenants, properties, maintenance, billing, and various accounting procedures. It provides a real-time access to owners from anywhere they can get internet access.

Our goal is to act on your behalf by making your investment as successful as possible. We treat your property as though it were our own. No exceptions.

Our Welcome Packet

This Welcome Packet is an introduction to our services, how we operate, how we communicate with you, and what you can expect from us. Further, it sheds light on a few common concerns our potential clients typically have such as contract terms, information management and service fees. It is our hope that this packet will provide you with enough information about our company as you weight pros and cons of hiring us to look after your valuable investment.

We recommend you bookmark this link or save this PDF for future reference.

Our Services

Our commitment to making rental investment simple, convenient, and profitable means we offer a comprehensive list of services that plan for any event or eventuality. Please refer to this list as a starting point for what we can do to assist you. Our services are split up into 3 major sections: administration, maintenance & renovations, and real estate consulting.

Administration

SHOWING & LEASING VACANT UNITS

If your property is vacant, there is a long list of tasks that we must perform to get it to the point of being leased. Leasing properties is an involved process that requires a significant contribution from every single member of our team.

MARKETING & ADVERTISING

We will display high-quality images of your property on our custom-built website that gets 10,000s of unique visits a month. We also broadcast your property through our social media channels. Further, we have regular advertising space in the local newspaper. Please visit the 'our rental properties' search page on our website to see how we showcase property to prospective tenants.

TASKS TO BE DONE BEFORE A PROPERTY CAN BE LEASED:

- Inspect a property inside and out for maintenance and/or update issues
- Input detailed information about a property in our web-based property management system Propertyware
- Take current high-quality images of property, and sort, edit, and resize images
- Put property specifications, images, and write-up on our website
- Advertise a property through multiple marketing channels (Facebook, Twitter & YT)
- Organize keys and lockboxes
- Put a yard sign and a lockbox on a property
- Respond to phone calls, emails, office visits, and web inquiries from prospective tenants
- Schedule showings and show a property to prospective tenants
- Review applications and run credit / background checks on prospective tenants
- Prepare lease agreement contract for approved applicants
- Prepare a property for a move in and coordinate a move in date with new tenants
- Ensure a new tenant has renter's insurance to protect his/her personal belongings in case of unforeseen circumstances
- Work with utility companies to ensure that appropriate bills are in a new tenant's name

MANAGING EXISTING TENANTS

If your property already has a tenant, we will ensure a smooth transition by reviewing any existing lease paperwork and ledger documents, preparing a new lease agreement, introducing tenant to working with us, enrolling tenant into our property management system to pay rent electronically.

TENANT SCREENING & ADMINISTRATION

It is only after we are satisfied that we've gotten a good sense of a tenant's stability, integrity, and financial solvency that we will consider putting a tenant into your property. Statistically speaking, there will always be a small percentage (~5%) of tenants defaults that is beyond our control. However, we have tools in place to curtail and remedy these rare events. We strive to minimize any tenant-related issues to a minimum by performing the following:

- We run a detailed credit check.
- We check current and/or former rental references to confirm rental history.
- We check current and/or former work references to confirm work history.
- We request a proof of income through recent pay stubs. We ensure that tenant's income is at least 1/3 of their gross income to be able to cover rent without difficulty.
- If tenant is not qualified due to limited income/lack of references, we request a co-signer and screen them the same way we would screen prospective tenant who will occupy property.
- If you wish to be involved in this process, we will consult you prior to making the final decision.



More Services

LEASE PREPARATION

We take great care in preparing our lease agreement contracts in order to protect both your investment and our tenants' rights. Our lease is carefully drafted in accordance with the state landlord-tenant laws and it is carefully reviewed by our attorney on an annual basis.

TENANT RELATIONS & ADMINISTRATION

The central component of making rental investment simple for our clients means that we take care of ALL interactions with your tenants while preserving your privacy. It is simple -- we resolve all of the tenant-related issues with your tenants on your behalf. If there is a problem with a tenant or a property, we will check with your first before proceeding further. This way you have a control over what is going on while remaining anonymous.

COLLECTIONS & DAMAGES

We know the overwhelming majority of our tenant relationships never need to see a courtroom, but when they do, we prepare filings and paperwork on your behalf for evictions, early lease termination, back rent collections, property damages and more. In more severe cases, we rely on the help of collection agencies and local attorneys to collect delinquent funds while consulting you in every step of the collection process.

FINANCIAL STATEMENTS PREPARATION & PAYMENTS

Through our web-based property management system you will have an up-to-date access to your investment account 24/7. Further, we provide month end reports on income and expenses and allow for owners to draw their funds electronically, making even distance ownerships simple. Month-end reports along with a printed check can be mailed out to you as well, if you wish.

Building Maintenance & Renovations

REPAIRS & RENOVATIONS

If your property is not in a rent ready condition, our highly skilled maintenance crew will take care of any needed updates to turn the property into a rental success by providing bid estimates, qualified contractors and crafts people, budget-conscious project management, frequent updates throughout project and other services.

GROUNDS KEEPING

We offer a comprehensive line of services for maintaining your property including lawn care, leaf removal, & weed treatment. During busy summer months, we hire additional affordable contractors to handle the increased workload and monitor their performance on a weekly basis.

24 HOUR BUILDING MAINTENANCE SERVICE

If you designate us to handle maintenance repairs to your property, we will use our staff and network of preferred and carefully selected vendors to handle any repairs. We will alert you to issues or repairs needed at your property for your approval.

Real Estate Consulting

Whether you are looking to purchase or sell property as a rental or primary residence our real estate broker will assist you with purchasing and selling properties. If you wish to purchase a property, we will research properties that match your parameters as closely as possible, negotiate on your behalf with seller's agent, work directly

in your best interest and provide you with weekly updates of new on the market properties. If you wish to sell property, we will find the best market price, negotiate on your behalf, represent you and your interests and finally follow up with the buyer's agent and handle all communication between seller a buyer to get you to the closing table.

Property Management Agreement Contract



Property management contract is the first step towards a mutually beneficial relationship between you and your property manager. It defines our working relationship. It outlines our responsibilities as Property Manager and your responsibilities as a client. It delineates the fee and payment structure. Like our lease contract, it is renewed by our attorney on an annual basis to ensure its validity.

CLIENT RESPONSIBILITIES

In order for us to make your rental property investment simple, convenient and profitable, there are commitments we look for from our owners. These commitments include clear, timely communication, attention paid to all property management communications, and trust in our expertise and commitment to your success.

TIMELY COMMUNICATION

The famous saying about time being money is applicable here as well. While we know that you are busy, we have learned that lags in communication not only waste time, but also hurt the profitability of your investment. If we are seeking input to get your property rentready and don't hear from you for a few weeks, that translates into an unnecessary loss of rental income for you and a loss of revenue for us.

RELEVANT INFORMATION

You agree to provide us all relevant information we need to manage your property. Further, you are required to keep us informed about changes in your personal information, such as changes in email, phone numbers, mailing address, Tax ID, and emergency contacts.

MAINTENANCE RESERVE & PROPERTY REPAIRS

\$250 upfront payment is required to set up a maintenance reserve account for any upkeep and miscellaneous repairs that may be needed. This money is generally used for small items so that we don't bother you for petty repairs. It's also a pool of money for us to access in times of emergency repairs such as water leaks. We require that you keep the minimum of \$250 in the reserve account at all times and we reserve the right to replenish the maintenance reserve fund from rental income.

PAYING MORTGAGE & TAXES

You are responsible for making all mortgage, property tax and insurance payments regarding the subject property on a timely basis.

DISCLOSURE ABOUT INTENT TO SELL

You are responsible to let us know if you plan to sell the property at least sixty (60) days before the listing date.

RESPONSIBILITY FOR READING & UNDERSTANDING COMMUNICATION.

You are responsible to read and understand all agreements, messages, invoices, and financial statements that we issue. As with any financial transactions or agreements we recommend securing the services of a professional accountant (CPA) and an attorney to assist in these matters.





Information Management

In our desire to make things simple, convenient and profitable, we are delighted to utilize a webbased property management system to get upto date information on your property, projects, tenants, and other relevant information about your investment. Anywhere you access to the Internet, you will be able to log into your capitalize Owner Portal. Use your Owner Portal to access real-time information regarding your rental properties as well as:

- View financial statements and other important documents
- Communicate with us without having to resort to your email account
- View alerts for unpaid bills and other relevant issues
- Update contact information without having to call our office
- Set up and modify your profile for electronic debits and credits to your checking account
- Approve maintenance requests from current tenants and more

The Document section of Owner Portal contains scanned copies of your Property Management Agreement, tenant lease agreements, insurance information, and any other relevant documents that pertain to your property. For a detailed user guide on how to use your Owner Portal, visit <http://www.renaissancepm.net/about-portals>

Schedule of Fees

This is a breakdown of the fees we charge for our work. Feel free to ask questions, if you are unclear about the following explanations for each.

PROPERTY WALKTHROUGH FEE (NEGOTIABLE)

We always inspect properties before we enter into relationships with new clients. We like to examine both in and out of a property to help us determine if we would be a good fit for your property management needs. For this type of simple walkthrough, we generally do not charge anything. However, if the goal of a walkthrough is to put together an extensive renovation bid estimate, we do charge for this service based on complexity of a potential project. This is negotiable and the fee depends on size and condition of property and your overall objectives as an investor.

SIGN UP FEES

We require a \$100 setup fee for creating both an electronic and paper record and inputting information about a new property into our cloud-based property management system. This is nonnegotiable. Further, we collect a minimum \$250 per property to be deposited into a maintenance reserve account to cover any small repairs and/or emergencies. This fee is negotiable as it depends on size and condition of property, however \$250 is the minimum required.

LEASING FEE

When we find a suitable tenant who commits to a minimum of one-year lease contract, we collect the 1st month's rent as compensation for leasing the property.

MONTHLY MANAGEMENT FEE

We generally collect 10% of rental revenue on a monthly basis on occupied units. If a unit is vacant, we receive the minimum of \$65 per month per unit.

ADVERTISING FEE

We can advertise a vacant property in print, web, and social media. We charge \$50 per month per empty unit. Online advertising has become one of the most effective ways to market empty units to prospective tenants, so we pay a special attention to this particular aspect by updating our rental database on a daily basis to ensure a top rank position in Google search.

CONSULTING FEES

If you are in need of expert advice about purchasing an investment property, or if you are a new investor unsure about how to proceed with extensive renovation or if you are lost in any other way, we can help you. We have been in business for a quarter of a century. We are at your service. Our consulting rate is \$90 per hour.

If you still have questions or require assistance, please email us at management@renaissancepm.net



Welcome Packet

*Property Management
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