



Proactive management of services!

Your property is a valuable asset, so we will manage it proactively to help you maximize your return on investment. We implement a customized plan of scheduled preventive maintenance to protect the building's systems equipment. We make cost efficient, aesthetic and operational recommendations to sustain the property (ies) value and optimize rental rates. We will make sure service charges relating to your property (ies) such as, water, electricity, community charges and cooling charges (if applicable) will be managed on your behalf.



Management services

Include but are not limited to the following:

- Maximizing the net income of your property (ies).
- Planning and budgeting.
- Marketing and advertising.
- Tenant screening.
- Screening contractors.
- Landlord / Tenant relations.
- Manage inspections.
- Manage complaints.
- Manage cleaning of the property (ies).
- Manage painting or repainting of the property (ies).
- Provide yearly reporting.
- Management of lease registration and renewals.
- Manage requests from tenants.
- Manage collection of rental cheques.

We hear you!

We listen to, respect and appreciate our landlords. We look within the bounds of the property (ies) and property owner to achieve your goals.

- Listen to your needs.
- Negotiate and evaluate contractors.
- Maximize income, minimize risk.



How TBRE customizes the marketing of your property (ies)

Our customized marketing plans can frequently reduce an owner's marketing expense by 75% compared to traditional approaches. (Based on surveys and feedback). This is important to you because vacancy can be your **largest expense**. Some of our methods include:

- **Online Portals Websites:** TBRE places your property (ies) on a number of high performing websites.
- Digital pictures of your property (ies) are used frequently as well. This is a very strong method of marketing and extremely cost effective.
- **Local newspaper or magazine ads.** Specific newspapers and / or magazines can be very good marketing vehicles. It depends on the property (ies) location, price and characteristics. We can advise you on this.
- **Website:** This is our 24-hour, 7 day a week information center that shows available property (ies), pictures and provides applications to rent. Great for residents wanting to move into the area.
- **Directory Enquiries:** TBRE is an advertiser in local yellow pages and other directories to draw prospective tenants.
- **Multiple listing services for rentals.** This service enlists the aid of all licensed real estate agents in our area. It includes a powerful shared computer database and also includes high quality photos of your property (ies).
- **Corporate employers:** We share rental availability with local employers.
- **Reports:** TBRE will update you with a current marketing analysis (when property (ies) is/are vacant) so that together we optimize the marketing plan. The goal is to have a very short vacancy, if any.
- **Yard signs** are placed in strategic locations (where allowed) to attract attention to the property.
- **Advertising** is placed in various mediums.
- **Rental listing** will be added to the Multiple Listing Service exposing the property (ies) to thousands of real estate agents.

TBRE Properties Reporting Services

- We pride ourselves on our thorough, accurate record keeping. Accounting is done on single-entry cash basis with separate income and expense ledgers maintained for each property, just as if your property (ies) has its own checking account. Each property always has its own separate complete accounting record. All work orders and bills are kept on file throughout the year and copies are sent to you with each statement.

Rental Payments

- We will maintain a register of the commencement and expiry details of all leases on our system. During the management of your property (ies) the TBRE team will identify any breaches of the lease agreement or rules and regulations of the unit by tenants. We will advise on the appropriate course of action for each individual case.

Screening Tenants

- Each tenant must fill out an application and must provide employment and other applicable information, which is verified to help ensure that we rent to quality tenants.
- Employers and previous landlords are contacted to ensure that the tenant can afford the property (ies) they would like to rent and that rent was paid on a timely basis.

Inspections

- The property is inspected and imprinted photos are placed in the file before each tenant takes possession of the property (ies) and upon vacating.
- Each property is inspected annually or upon evidence that the tenant may be in violation of their lease. Photos are taken at each inspection to document the results of the inspections.

Repairs & Maintenance

- Maintaining your property (ies) keeps it productive.
- The future value of your real estate investment depends upon maintaining its overall physical condition. We make a point of keeping income from your property (ies) at their competitive best.

TBRE Will:

- Regularly inspect your property (ies) to ensure everything is in order, providing you with a detailed report.
- Hire and supervise all independent contractors and employees required for the maintenance of the property (ies).
- Recommend and supervise improvements to keep the property (ies) competitive and at its income-producing best.
- Administer preventative maintenance schedules to avoid costly emergencies.
- Repairs are completed on a timely basis as the tenant or landlord requests them.
- We will notify the landlord in advance of any repair.

Tenant responsibilities include payment or performance of the following:

- Minor repair and maintenance items caused by the tenant.
- Upon vacating the tenant must provide management with proof of a deep clean.
- It is understood that appliances, if any, are for the benefit of the tenant and the tenant is not obligated to repair or replace these items.
- Tenants are responsible for window breakage and screen repair.

Utilities

- Tenant pays for own utilities and Landlord pays for service charges (unless otherwise agreed).

Deposits

- Deposits are collected at the time the tenant indicates they want to rent the property (ies).
- Should the tenant change their mind prior to the signing of the contract the deposit is retained.
- Should tenant not pass the screening process the deposit will be returned.
- TBRE will use the deposit in case of damage (amount to be calculated and the balance, if any, returned). Should the amount to be paid for repairs exceed the deposit the tenant will be responsible and shall cover the balance.