

Turn-Key Properties, LLC

5614 Raytown Road, Raytown MO 64133

Phone 816.313.8876

e-mail: turnkeyproperties@sbcglobal.net

www.turnkeyproperties.org

Fax 816.313.8877

OVERVIEW OF SERVICES

- 1) **Market Analysis and Projections** – We conduct a market analysis for each property using market comparables and other market research to adjust the rent for maximization of tenant retention and Owner profitability.
- 2) **Tenant Screening** – We have a very detailed Tenant Screening Process. We obtain a credit report; check several public websites to search for possible problems or evictions in progress; we cross-reference the information the applicant gives us with public records and the credit report to catch false information, we secure proof of their income, we require the applicant to provide us with a Police Report and other checks as needed. We work with local Police Officers and have developed a screening process incorporating advice obtained from the Officers and Sergeants.
- 3) **Credit Reports** – We can access credit reports 24 hours a day, 7 days a week.
- 4) **Marketing** – We have a comprehensive marketing plan, which advertises your vacancy in as many different venues as possible. We have different options for you to choose from, based upon your property and budget.
- 5) **Rental Agreement** – Our Lease is very complete and covers every issue we have been advised to cover by attorneys. The specific Agreement for your property will be tweaked and tailored to meet the needs of your property.
- 6) **Section 8 Program** – If your property has a Section 8 tenant, we have extensive experience with the Section 8 Program and can effectively handle all aspects of leasing to an assisted tenant.
- 7) **Available 24 Hours, 7 days a week with Emergency Maintenance Services** – Tenants can contact us any time – day or night and a trained technician is on call 24/7 to meet emergency needs. Furnaces love to quit working on the coldest night of the year.
- 8) **Monthly Management Reports** – Each month a report will be mailed or e-mailed to you, detailing all income and expenses and a Year End Report.
- 9) **Detailed Invoices of Expenses** – If we have provided any Maintenance services, you will also receive an Invoice that explains what we did in detail. You will know the date the service was completed, what was done, how many hours it took to complete and how much the materials cost.
- 10) **Enforcement of Lease Covenants** – We monitor the tenants to see that they are taking care of the unit, that they have not moved in additional pets or switched pets. When we find a violation, we address the issue as needed.
- 11) **Effective Rent Collection** – We are pro-active in collecting rent by sending each tenant a Rent Account Statement on the 20th of the prior month, with an envelope to mail the payment back in. Yes, this is extra work and cost on our part, but it is an unbelievably effective method of rent collection. When the tenant receives a bill, just like their electric bill, they are much less likely to “forget” or “put off” paying the rent. Then, if we do not have the rent by the 5th of the month, Colleen is our “rent pit bull”! She is extremely effective in getting the message across to tenants that the **RENT MUST BE PAID!** If necessary, Colleen sends the tenant a 3-Day Late Notice and usually makes a phone call, too. If we still have not received the rent by the 15th, she really gets into her “pit bull” mode! This is extremely effective process, when we are collecting hundreds of rents each month and Colleen is only sending out 10-15 Late notices per month!
- 12) **Evictions** – If the unfortunate circumstance occurs, where we do need to file eviction, we can handle everything for you. With our Eviction Protection Program, most of the expenses will be paid for by Turn-Key. We work with two attorneys, one is great for your basic Rent and Possession filing and the other works with more complicated issues, such as Unlawful Detainers due to drug involvement or lease violations.
- 13) **Real Estate Consulting** – We assist owners in finding properties that make sense to purchase. Our involvement continues long after the Sale Commission is paid, so our interest goes beyond “Yes, buy that property!” We are able to look at the figures realistically and advise you of what you can truly expect in the future. If the property does not make sense financially, we have the experience to detect the problems and we will be honest and warn you of potential pitfalls.
- 14) **Tax Credit Properties** – If you have a Tax Credit property, we are experienced in working with the Missouri Housing Development Commission; know what documents must be prepared and signed by the tenant and can correctly file the yearly forms for you.

15) We don't compete with you, the Owner – We DO NOT own any rental properties. We believe that is a conflict of interest and unethical. For example, if you have a vacant property and your Property Manager has a similar vacancy, which property do you think will be recommended first? When Ben worked for large property management companies, he saw too many materials purchased for a client's property, which ended up being installed in the company's property. With our belief in ethics, we do not allow the possibility of improper actions.