

Turn-Key Properties, LLC

7312 East 67th Street, Kansas City MO 64133

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web site: turnkeyproperties.org

OWNER SET-UP AND PREFERENCES PACKET

Please take some time to give us your preferences about how your account is handled. Your preferences and choices are very important to us and we will strive to meet your expectations in every way we can. Also keep in mind, you can change your preferences at any time. Just send us an e-mail and we will make the change.

Owner Contact Information:

Owner's Name: _____

Mailing address: _____

Home phone #: _____ Home fax #: _____

Work phone #: _____ Work fax #: _____

Cell phone (s) #: _____

E-mail address (s): _____

Any alternate #'s: _____

How did you hear about Turn-Key? Internet search? Turn-Key's Website?
Referral? Landlords, Inc? Other: _____

E-Mail Communication: Please keep in mind, our main form of communication with you will be via e-mail. We have two reasons for this:

- #1 – Convenience – We are not interrupting you in the middle of your busy day and it gives you a chance to think about the information in the e-mail and have time to get back with us when it is convenient for you.
- #2 – Documentation – Written communication gives both of us the opportunity to save a copy for our files. It is hard enough to remember everything that was said in a phone conversation two weeks later, let alone two months later. With written communication, we can go back and review your instructions and be sure we are not missing something. **Please check your e-mails daily!**

Billing Preferences:

Our Bookkeeper is Georgann Anderson. She has been with us for several years and she is fantastic! She makes every effort to see that your Management Reports are completed efficiently and correctly. She will complete one Management Report per month and forward proceeds to you at that time. The first part of the month she is busy with receiving rent payments, record keeping and making deposits. She begins the first Management Reports on the 10th of the month. Depending on how the rent comes in on your units and time constraints, your report will be completed as soon as possible, but with hundreds of Management Reports and Invoices to complete, some are not completed until later in the month.

Please keep in mind, the Management Agreement states:

*“By the 31st day of each month, Agent shall furnish Owner with a **Management Report** of monies collected and an **Invoice** of charges from the operation of the Premises during the previous month.”*

However, it is our policy to get your Report out the SAME month that the monies are collected, so if your Report does not get to you until the last part of the month, it is NOT getting to you late, but it is actually getting to you sooner than the Management Agreement requires.

In order to meet your needs, we give you several options regarding your Reports. Please indicate your preference below:

1) **Date of Report:** Some owners have a date in mind that they would like their reports completed, even if all the rent has not been collected for that month. If you have a day of the month you prefer your report completed, please let us know. Please keep in mind, Georgann will make every effort to complete your report by that date, but we cannot guarantee that will happen every month.

I would like my report completed on or before the _____ of the month, if possible.

2) **Bank Deposit:** If you have an account with a National Bank (Commerce, Bank of America, etc.), Georgann can take your proceeds to a local branch and make the deposit directly into your account and e-mail your report to you. If this is your choice, please provide us with a Deposit Slip and the bank information:

I would like my proceeds deposited into: _____ Bank. I will mail a Deposit Slip to you.

E-mail my Report to: _____

3) **Mail Deposit:** If your account is with a local bank in your area, we can mail your deposit directly to that bank, which will get the deposit there faster and save you the trip to the bank.

I would like my proceeds mailed to the following financial institution: _____ . I will mail a Deposit Slip to you.

E-mail my Report to: _____

4) **Mail to You:** If you prefer, we can mail your Report and a check directly to you.

_____ Please mail my Report and proceeds directly to me.

Tax ID #:

The Tax ID # used for Income Tax purposes for the property is: _____

Utilities:

One of our services to you is monitoring the utility accounts for your property while it is vacant. After a tenant moves in, we will check to see that the new tenant has switched the utilities to their name. We used to have the utilities turned on in Turn-Key's name, however we have had to stop that service, due to Turn-Key getting stuck paying too many utility bills. Since the utility companies will not allow us to make the call to put them in your name, you will have to call and make the arrangements and if you would like for us to take care of making the payments on your behalf, just give them our address – 7312 East 67th Street, Kansas City MO 64133 – as the billing address. If you would prefer to have the bills sent directly to you, that is fine, too.

Please let us know what utilities are on at this time (please circle): **Gas Electric Water**

Winter/Summer Gas Policy with Vacant Units: In an effort to save you money on utility bills, we do not need the gas turned on during the Summer months, when heat is not needed. In the Fall, before freezing temperatures, you will need to have the gas turned on, which requires someone going to the property to meet the Gas Co Representative, checking for any leaks or problems, lighting the pilot lights and checking for any immediate mechanical problems with the furnace or water heater. If you need for a Turn-Key Maintenance Tech to meet them, you will need to make arrangements for the utility tech to make a 30 minute call ahead to 816.313.8876, so we can have someone go meet them. Then either call our office or send us an e-mail with the date of the turn-on. The labor for the Maintenance Tech to go to the unit is billed according to our Maintenance Policy. If you prefer to meet the gas or water tech yourself, that is fine, too.

After the gas is turned on, someone will need to check to see that the furnace is working properly.

My preference is:

 I prefer to maintain the gas utility myself and do not wish to use Turn-Key's service in checking to see that the heat is on.

 I would like for Turn-Key to have their Maintenance Tech go to the unit and make sure the furnace is working properly. If the furnace is not working properly, I give permission to make repairs and I will reimburse Turn-Key upon receiving my monthly Invoice and Report.

Advertising:

As you are aware, advertising costs are your responsibility. Due to liability reasons and the many advertising and discrimination regulations, we ask you NOT to advertise the property yourself. Please utilize our professional services and knowledge to take care of the advertising for you. In an effort to meet your needs, we have two options for you to choose from:

Advertising Option #1:

- "For Rent" sign is placed on the property
- Your property is printed on a weekly list of vacant units which is available to prospective tenants the following ways:
E-mail, fax, pick up at our office and on Turn-Key's Website
- Vacancy List is faxed weekly to the following organizations and possible other sources:
 - o Battered Women's Shelter
 - o Salvation Army
 - o Community Housing Network
 - o Della Lamb
 - o Our House of Kansas City, Inc.
 - o Bishop Sullivan
 - o Sheffield Place
 - o Community Linc
 - o Housing Info
 - o Raytown Assistance
 - o Restart
 - o Raytown Chamber of Commerce
 - o Rose Brooks
 - o Rent Source
- Your property will be listed on the following websites:
 - o Backpage.com
 - o Google Base
 - o LiveDeal
 - o Ccraigslist
 - o HotPads
 - o Oodle
 - o Edgeio
 - o Kijiji
 - o Vast
- If the vacancy qualifies, it is listed on the Social Serve website.
- Your property is listed on Turn-Key's website.
- Your property is advertised in the printed publication *The American Classifieds* and is also available via their website. This is a local publication that is very heavily used in the Kansas City metro area. We receive MANY calls resulting in numerous tenants from this source. Turn-Key's ad is a very visible 4" x 6" ad that attracts much attention. We receive calls every week from prospective tenants asking "What page is your ad on this week?".

Cost for Option #1 is \$80. per month, per unit

Advertising Option #2:

- **In addition** to all of the advertising in Option #1, you also get listed on the following websites by RentMarketer.com, which reaches over 3 million people:

Thisproperty	Tenant.com	Edirection
BackPage	RentFinders	UsRentalListings
LiveDeal	RentMarketer	RoomYou
House.info	HotPads	AzFamily
GoogleBase	Geebo	Propbot
FindHomeRentals	Edgeio	NationalMultiList
FindMyRoof	ForRentByOwner	RentSpider
Olx.com	SimpleRent	Tenantplus.com'NationalMultiList
RentKong	RentDigs	Urents.com
Plus other sites		
- Equestrian and rural property may also be posted to cowboy.com and farmsandland.com, where Turn-Key has a powerful on-line presence driving high traffic volume.

Cost for Option #2 is \$130. per month, per unit

Nearly 80% of all home searches begin on-line.

NOTE: Any of the sources listed may change due to conditions beyond our control.

My choice for Advertising is:

_____ Option #1 - \$80. per month and I will reimburse Turn-Key upon receiving my monthly Invoice and Report.

_____ Option #2 - \$130. per month and I will reimburse Turn-Key upon receiving my monthly Invoice and Report.

Turn-Key Properties, LLC

Maintenance Policy

There is a commercial that talks about “surprises”; some being good; like a surprise party and some being bad, like a leaky roof. We hope you don’t have any bad surprises, but if you do, we don’t want the repair cost of that “surprise” to be another surprise. Therefore, we have a written policy to clarify our policy on maintenance. We hope you will know what to expect before any of the “surprises” we cannot control happen.

Maintenance, repairs and costs of operation of a property are a separate service and handled and charged for separately from Management. Sections 10 MAINTENANCE AND REPAIR; of the Management Agreement, gives Turn-Key the authority to preserve and maintain the property. In an effort to assist you with financial management, we give you options on how these repairs are made.

When making decisions on who will make repairs, please be sure you are comparing “apples to apples” and not “apples to raisins”. If you compare licensed and insured contractors with both Liability Insurance and Worker’s Comp Insurance, you will find that we are less expensive than others. We did a survey and called fourteen different handy-man, plumbing and electrical companies in the Kansas City area and found that we are less expensive than everyone of them, by quite a bit. We found the least expensive general handy-man company charges \$65. per hour with a minimum \$65. charge. Plumbing and electrical companies charge anywhere between \$29. to \$79. for a Service Call just to go to the premises. After that initial charge, the hourly rate ranged between \$79. to \$119. per hour. Many of them require payment at the time of service. We bill you on a monthly basis and if your rents cover the expenses, you do not even have the task of physically paying the bill. If you do owe Turn-Key, we give you 30 days to make payment, before assessing finance charges.

Turn-Key holds Business Licenses in each city we work in, carry Liability Insurance, Worker’s Comp Insurance and Errors and Omissions Insurance for your protection. We do not have a Service Call charge just to go to the premises. We only charge \$45. per hour to complete almost any repair or maintenance, including plumbing and electrical. When you compare apples to apples, our services are a bargain!

Also, please keep in mind there are many Property Managers that require all maintenance be completed by their staff or one particular contractor of their choice. At Turn-Key, we give you the option of using whomever you chose....your favorite contractor, the next door neighbor, yourself or Turn-Key. We HIGHLY recommend you DO NOT use a contractor that is not licensed and insured! It is NOT worth the risk!

We are happy to work with your contractor coordinating the necessary work. We are not “looking for work”. In fact, most of the time, we are scrambling to fit all the maintenance in that needs to be done. If you do choose Turn-Key to complete your maintenance service, when we have to send a Maintenance Tech or Contractor to your unit, there will be a charge for that service that is completely separate and additional from the Management Fees. As a courtesy to our clients, we ask each client how they would like repairs handled and we attempt to meet those requests as much as reasonably possible. Here are some of the options we currently work with:

- **Owner does own work** – If you like, when we receive a maintenance call from a tenant, we can notify you and you can take care of the repair yourself. Or you can decide “OK, I’d like for you to take care of this one”.
- **Owner has own contractor** – When we receive a maintenance call from a tenant, we can either notify you and you can get your contractor to do the work, or we can contact your contractor directly with instructions.
- **Home Warranty Plan** – If you have a Home Warranty Plan, we can contact the Warranty Company and place the request on your behalf.
- **Turn-Key handles all repairs** – Some owners just want us to take care of all repairs as the Management Agreement states.

Please keep in mind, we make every reasonable attempt to meet your wishes, but if a tenant is without heat and it is 15 degrees outside and we cannot reach you, don’t have time to wait for a response or just “jump the gun” that time and don’t contact you, we will get the repair made promptly. In other words, we try to take care of tenants in a reasonable manner and by signing the Management Agreement, you have given us the authorization to make repairs.

Outside Contractors

We do take care of most maintenance items in-house, but there are times when we use outside contractors. Some typical

examples are: carpet installation, carpet cleaning, final cleans on vacant units, most HVAC work and drain cleaning. When an outside contractor is used, if Turn-Key is writing the check to pay that contractor, then it is Turn-Key that is contracting with that company. Therefore, you, as Turn-Key's client will receive an Invoice from Turn-Key, **not** the outside contractor. That Invoice is in Turn-Key's name and we **do not** supply Clients with copies of Invoices, from outside contractors, made out to Turn-Key. We use the Invoice made out to Turn-Key for our Income Taxes and you use the Invoice from Turn-Key for your Income Taxes.

If you prefer having an Invoice directly from the contractor, then it is entirely appropriate for you to choose a contractor and work directly with them, but Turn-Key would not be involved. If you do choose to work with a contractor directly and wish Turn-Key to oversee their work, you would be billed at the regular hourly rate for Maintenance to go to the job and check on the work or do whatever was necessary, but the contractor's Invoice would come directly to and you would pay the contractor directly.

If you would like for Turn-Key to obtain bids for you to choose from, the office time involved in calling contractors, e-mailing or faxing specs, time meeting the contractor at the unit, etc. will be billed at the normal hourly rate. When we have a Maintenance Tech in the office making these calls, he still wants to be paid for his time. This is part of the cost of operating and maintaining your property.

Turn-Key's Charges for Maintenance

Rates for maintenance charges are not listed in the Management Agreement, because that is a separate service aside from management. Each month, you receive an Invoice which details any charges for maintenance and a Management Report which details the financial activity for the month. The Invoice includes the charges for maintenance only and does not include charges for management.

Currently, Turn-Key's maintenance charges are as follows:

- Labor: \$45. per man hour plus the cost of materials
- Receipts and outside Contractor's Invoices are marked up 15% for administrative costs.

Fuel Surcharge within Jackson County MO:

A Fuel Surcharge of \$8.25. per trip (limit one per day, per location) is given directly to the Maintenance Tech to help offset the cost of fuel

Fuel Surcharge outside of Jackson County MO:

A Fuel Surcharge of \$13. per trip (limit one per day, per location) is given directly to the Maintenance Tech to help offset the cost of fuel

These charges are subject to change, however, we do not anticipate any changes in the foreseeable future and we will notify you if there is a change.

TURN-KEY DOES NOT PROVIDE SPECIFIC DOLLAR BIDS! We work by the hour. If we have to pay the Tech for two hours of work, then we have to bill you for two hours of labor. We can obtain bids for Insurance adjusters or other requirements, but we will bill for the time required to arrange for these bids. This time is strictly for the operation of the premises and is not covered by the Management Fees.

Please keep in mind, we are ALWAYS thinking ahead to avoid liabilities and possible accidents. Therefore, any time the need for a Tech to be up on a ladder to a high window, roof's level or other height, we will send **two** Techs; one to go up the ladder and one to stay on the ground to hold the ladder for safety. Also, if there is a volatile situation with a tenant or we felt that there is a liability risk not having a witness, we will send two Techs out to the property. This is much less expensive than a legal dispute later on!

We want to do the best job possible for all of our clients, while still taking reasonable care of the tenants. If we have a tenant complaining about poor maintenance and repairs that are not made, it gives Turn-Key a bad name with tenants and then other clients risk not renting their units. All tenants see is that Turn-Key is not making their repairs. They do not understand that the actual owner is calling the shots. It is not fair to the owners that want to keep their units in good condition. We always keep in mind the financial responsibility we have to our clients and our goal is to keep the units in good repair at the most reasonable cost. We ask you, as our client to understand that we cannot do maintenance work for free and it is not part of management.

Our greatest concern is the safety of the tenant and the liability of deferred maintenance. We strive to see that all safety related items are addressed as soon as possible. A very small maintenance issue ignored today, can cause a HUGE

expense down the road.

We have constructed this written policy to assist with a great working relationship between us! Thank you for your business! You are very important to us!

My choice for Maintenance is:

_____ **Owner does own work** – When Turn-Key receives a call from a tenant, please notify me and I will take care of the repair myself. Or I will make the decision for Turn-Key to take care of this one”.

_____ **Owner has own contractor** – I have my own contractor and when a call is received by a tenant, please contact my contractor and give him the maintenance request. He will then contact the tenant and make arrangements to go to the property and make the repair and I will pay him directly. The contractor I would like to use is: _____

Phone #: _____ or e-mail: _____

_____ **Home Warranty Plan** – I have a Home Warranty Plan on the property. Please contact the Warranty Company and place the request on my behalf. The Home Warranty info is:

Home Warranty Company: _____

Plan #: _____ Phone number: _____

E-mail or website: _____

_____ **Turn-Key handles all repairs** – I would like for Turn-Key to handle all repairs and send me a “heads-up” e-mail, so I will know to expect a repair charge on my next Invoice. **I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.**

_____ **Turn-Key handles all repairs** – I would like for Turn-Key to handle all repairs and contact me only if the repair is considered a major expense. **I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.**

Quarterly Preventive Maintenance

We offer a quarterly service that is very valuable to your investment. A well maintained property can increase it's value. Our Quarterly Preventive Maintenance includes:

- Treat the unit for roaches with a roach bait.
- Change the furnace filter (and we usually leave a 2nd filter for the tenant to change themselves as needed).
- Check the smoke detector batteries and change if needed or replace the smoke detector if defective or missing (a smoke detector with the battery removed is a huge liability for you)
- Conduct a quick inspection of the unit and fill out a fast inspection sheet of the unit indicating what kind of condition the tenant is keeping the unit in, including the cleanliness of the unit, possible drug use or other violations and report this information to you on your next Invoice.
- Conduct a quick mechanical inspection of the unit checking for plumbing leaks, safety or danger hazards such as clothing stored against the water heater or furnace and any other problems that could effect your liability or alleviate future problems.
- If we find something that is a quick fix, such as a toilet that needs a new flapper, we go ahead and make the repair at that time. If it is a larger issue, we contact you with the information and ask for your directions.

The labor costs for this service are \$45.for a house, \$75. for a duplex. 3-plexes and larger units are calculated accordingly.

Material costs are \$11.77. per unit for the Roach bait plus additional charges for the filters, batteries or smoke detectors, if needed.

My preference is:

_____ **I would like my property/properties scheduled for Quarterly Maintenance and I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.**

_____ **I decline the offer of Quarterly Maintenance.**

Vacant Properties:

If your property is vacant at sign-up, please answer the following questions:

Property Address: _____

The amount of rent I would like to get for my property is: \$ _____

I provide the following appliance with the unit:

_____ Cooking stove - Please circle stove connection is: gas or electric

_____ Refrigerator _____ Dishwasher _____ Microwave

_____ Garbage disposal

I pay the following utilities while the unit is occupied:

_____ Water _____ Gas _____ Electric _____ Yard mowing

_____ My vacant unit is completely repaired, clean and ready to rent.

_____ My vacant unit is almost ready to rent, but may need a few minor repairs and a final cleaning. I would like for Turn-Key to make the final repairs.

_____ My vacant unit needs re-hab work. I would like for Turn-Key to make an evaluation of the work that needs done, provide me with a list of needed work and I will decide who will do the work. I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report for the maintenance cost of completing the walk-through and list of needed repairs.

_____ My vacant unit needs re-hab work. I would like for Turn-Key to make an evaluation of the work that needs done, provide me with a list of needed work and I request Turn-Key to complete the work. I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report for the repair costs.

Section 8:

Due to Discrimination Laws, we cannot just refuse to accept Section 8 assistance on a property, simply because we do not want a Section 8 tenant. However, there are legal reasons that a property will not qualify or pass a Section 8 inspection. If the property was built before 1978, there are paint issues that will not pass a Section 8 inspection without repairs. That is a legitimate reason to tell prospective tenants the property will not qualify for Section 8. You also have a right to set the rent at any price you chose and if the tenant's Voucher will not pay that amount of rent, you are not required to accept less rent. These are two legal reasons to reject a Section 8 application.

If you do want to open your property up to Section 8, we can handle the entire process from application, to the required Housing Authority paperwork, to the inspection process, the Contract and Lease signing, collection of rents and subsequent re-inspections.

We are happy to work with any of the area Housing Authorities, **except the Housing Authority of Kansas City, MO.** Due to the difficulties they are having, we do not feel it is in your best interest to work with them. Tenants can transfer their assistance to another Housing Authority and we will be happy to work with them. If you do want to accept Section 8 assistance with the Housing Authority of Kansas City, we will do so, after you read and sign an Authorization form and accept the possible situations that may occur in working with them. If you could like a copy of the Authorization form, please ask and we will e-mail it to you.

My preference is:

 My property was built prior to 1978 and I do not choose to make the necessary repairs to pass a Section 8 Inspection.

 The amount of rent I require on my property is above the amount of rent a Section 8 Voucher will pay and I will not accept less rent. (Turn-Key can provide information on possible rent amounts.)

 I agree to accept a Section 8 tenant from any Housing Authority, except the Housing Authority of Kansas City, MO.

 I agree to accept a Section 8 tenant from any Housing Authority, including the Housing Authority of Kansas City, MO. I have signed the Authorization Form and understand the possible situations that may occur.

Yard Care:

If your property is vacant during the Summer months, the yard will need to be kept mowed. You may make arrangements for mowing yourself or Turn-Key can take care of it for you. We contract with a licensed and insured contractor that we have used for many years. The exact cost depends on the yard and the amount of work that needs done, but the basic charge is approximately \$65. per mowing. We mow two times per month, instead of every week to keep the cost down.

My preference is:

 I would like my property/properties scheduled for Summer mowing and I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.

 I will take care of the Summer mowing myself.

OCCUPIED MULTI FAMILY UNITS: If your multi family building or duplex does not have detached storage for a lawn mower, you will be responsible for the lawn care. Storage of gasoline in a lawn mower in an attached garage is a code violation. Therefore, it is unreasonable to expect a tenant to mow the lawn, if they have no place to store it.

My preference is:

 I would like my multi family building or duplex scheduled for Summer mowing and I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.

 I will take care of the Summer mowing myself.

Pets:

Pets can be a problem, but we find that when a property is advertised as “No Pets Allowed”, it turns many tenants off to the property. Pets are a part of American culture and almost everyone loves them (except landlords). We find that even if an applicant does not have a pet, they want the option of getting one in the future and even if they have no interest in having a pet, many applicants interpret the “no pets” rule as a sign that they might be dealing with an unreasonable landlord and shy away from that property or Turn-Key altogether. We have developed a Pet Policy that works fairly well. Our basic Pet Policy includes:

- No Pit Bulls or Rotweilers ever, simply for liability reasons.
- We collect a minimum Pet Deposit of \$150. per pet.
- We require a dog to be brought to our office for us to meet and take a picture of the dog. Any approved dog must be friendly enough to take out in public and meet unfamiliar people.
- We have a very detailed Pet Agreement that the tenant signs and we attach the photo to keep in their file. If a different dog appears at the house, we have proof the pet does not belong.
- If the pet is a cat, we require the same Deposit and we require the tenant to provide us with a picture of the cat.

If the property is a duplex or apartment building, depending on the configuration of the units and possibility of disturbances to other tenants, we may not allow dogs at all or limit the size of the dog to less than 15 lbs. We do use reasonable limitations when needed.

My preference is:

_____ I agree to allow pets in my property, using Turn-Key’s Pet Policy as a guideline.

_____ I do not want any pets allowed in my property.

Showing of Vacant Properties:

Turn-Key has adopted the Key Check-Out Procedure for showing vacant units that many other Property Managers have used for years, due to the increased cost of gas and labor. The tenant comes to our office, we make a copy of their Driver’s License, get personal contact information, take a cash deposit and give the prospective tenant a key to the unit. The prospective tenant goes to the unit, views it and returns the key and we give them back their cash. Most prospective tenants like the process, because they can take their time looking, instead of having someone standing and waiting for them. It allows them to view the property on their schedule, alleviating the necessity for both their schedule and ours to coincide. If the location of the property is inconvenient for prospective tenants to drive to our office to check out the key, we install a lock box on the unit and take information via phone and give the tenant the code to the lock box for viewing.

If you prefer your property to be shown in person, we can accommodate your request, for a charge, per trip, to your unit for showing. This charge is to cover labor costs and mileage for an employee to drive to the unit, show it and return. It is very expensive for Turn-Key to pay an employee labor and mileage to show vacant units. We attempt to schedule multiple showings at one time to minimize the number of trips. Showing costs are:

- **\$45. per trip to show properties in Kansas City MO (South of the river), Independence, Lee’s Summit or Grandview.**
- **\$55. per trip to show properties in North Kansas City MO, Jackson County, Johnson County KS, Belton or Raymore.**
- **\$75. per trip to show properties in Clay or Platte County in MO, Kansas City KS or Pleasant Hill MO.**
- **Other areas to be priced separately.**

My preference is:

_____ I wish to use the key check out procedure.

_____ I want individual showings on my property and I agree to reimburse Turn-Key upon receiving my monthly Invoice and Report.

Occupied Properties:

If your property is occupied, you will need to provide Turn-Key with the following:

Property Address: _____

- Copy of the tenant's Lease, Security Deposit Agreement and any other pertinent tenant documents.
- Tenant's contact number and e-mail address, if you have them.
- If you do not have a lease, then we need to know the tenant's name, amount of rent, amount of Security Deposit and contact information.
- Tenant's Rent Account status (Is the tenant current on rent or are they past due?).

Please provide the following property information:

of Bedrooms: _____ # of Bathrooms: _____

Does tenant pay all utilities? _____ If not, who pays: Gas _____ Water _____ Electricity _____

Do we need to collect past due rent? Yes or No Amount tenant is past due: \$ _____

What month do we begin collecting rent for: _____

What appliances do you provide? _____

Do you provide any utilities? _____

Do you hold the tenant's Security Deposit? Yes or No Amount of the Security Deposit: \$ _____

Does the amount you hold match the amount in the Lease? Yes or NO

(Keep in mind that you are legally responsible for the amount that is listed in the Lease, even if that Deposit was not transferred to you at the sale of the property.)

Are there any pending maintenance issues that we need to be aware of? _____

EVICTION PROTECTION POLICY

Turn-Key provides a service you are sure to LOVE! For a small cost per month, if an eviction is required for a tenant that we have placed, Turn-Key is going to pay for the eviction!

As we all know, evictions can happen to any landlord, no matter how well a tenant is screened. Circumstances change in people's lives and they are not able to pay the rent. This is especially true when people lose their job, get a divorce or have a serious injury. When they aren't able to pay the rent, they also find it difficult to move. When this happens the owner has to go through the costly procedure of evicting the tenant.

This is a costly time for the owner. In addition to the loss of rents, you are required to spend money to file an eviction and get the tenant out. We are going to protect you from this outlay of cash!

We are going to cover this unpleasant cost. For the small monthly fee of \$8. per unit, per month, this program will cover the cost of almost all evictions. This could save you hundreds of dollars!

DETAILS:

- If Turn-Key has placed the tenant, you will pay the small monthly fee of \$8. per unit, per month; reflected on your monthly Management Report.
- If the tenant was in the unit when Turn-Key began management, the unit is not eligible for the program and therefore, no fee will be charged.
- This program pays for a basic Rent and Possession eviction; including attorney charges, court costs, filing fees and Writ costs.
- A small administrative fee of \$25. will be charged at the time of filing the Rent and Possession filing.

EXCLUSIONS:

- An Unlawful Detainer requiring a more expensive attorney will be covered up to \$300. (This rarely required.)
- If the tenant requests a trial and a Turn-Key Representative is required to testify, the cost of this time will be charged to the owner at \$50. per hour. (This is also a rare occurrence.)
- If the tenant refuses to leave after a Judgment is obtained and we must meet the Sheriff to put the belongings on the curb, this cost will be considered a maintenance charge and will be billed as detailed in the Maintenance Policy.