



THE LEASE
COLLECTION



MULTI-FAMILY RESIDENTIAL PROPERTY MANAGEMENT PROPOSAL

(REVISED AS OF 3/10/2023)

www.LeaseCollection.com



Dear _____

The Lease Collection Team is thrilled to present our proposal for Property Management Services. We have what it takes to take your community to the next level of success.

With years of experience as a local company, we have honed our expertise, developed a stellar reputation with the community, and gained an in-depth understanding of the property management software and systems used as industry standards. Our highly experienced, knowledgeable, and diverse team of executives is dedicated to managing ongoing operations with excellence.

Our personalized approach to relationship management and oversight of your properties sets us apart from the rest. We understand that each property is unique and take great care to ensure our services are tailored to your needs. We aim to make the process of property management seamless and effortless for you.

Our proposal contains the following:

- A wealth of information about our company.
- A detailed description of our services.
- A comprehensive transition plan.
- A transparent fee structure.

We have left no stone unturned in ensuring you have all the information you need to make an informed decision.

We are excited to work with you in the coming months and years to make your community an even greater success. If you have any questions or comments, please do not hesitate to contact us at (301) 917-6360 or (301) 893-7205.

Thank you for your time and attention. We look forward to hearing from you soon.

Sincerely,



E: SUCCESS@LEASECOLLECTION.COM

D: (301) 917-6360

O: (301) 893-7205

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COMPANY OVERVIEW

The Lease Collection Team (LeaseCollection.com) is a game-changing, multi-faceted property management and consulting firm based in National Harbor, Maryland.

Established in 2017, our mission is to provide complete property management, leasing, and sales services to add value to various real estate investments, including single-family homes, multi-family apartment communities, homeowner and condominium associations, and industrial and commercial assets.

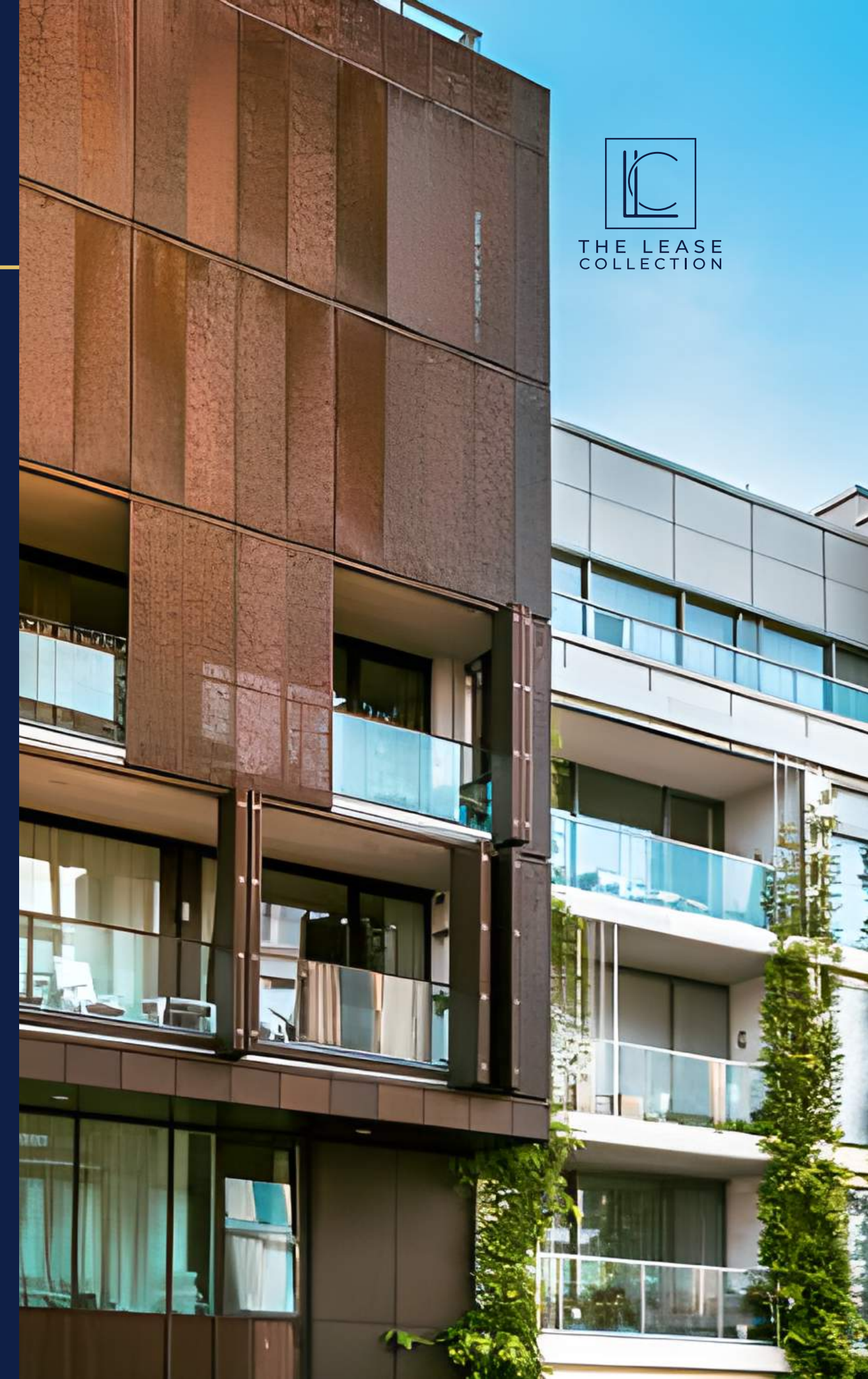
Our team of dedicated real estate professionals is committed to consistently delivering outstanding property performance, maximizing property values, cost-effective operations, and timely reporting. At Lease Collection, our hands-on approach emphasizes expense containment, aggressive marketing, and maximizing long-term value to provide our clients with the best possible results.

As a boutique firm, we take pride in our long-term partnerships that build wealth for our investors and partners. We are passionate about achieving exceptional performance in all management areas and continually expanding the variety of services available to our customers, effectively completing the individual goals of current and future clients.

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COMPANY OVERVIEW

Our expertise continues beyond there. As seasoned real estate professionals, we have a wealth of experience marketing, selling, and leasing single-family and multi-family assets. Our extensive relationships with local owners, investors, brokers, legal advisors, and contractors enable us to provide unparalleled leasing, sales, and market research services.

We also offer consulting services that provide asset strategy, market data for underwriting and valuation, and tenant improvement project management.

The Lease Collection Team understands the importance of proper property management. That's why we provide financial reporting that meets standards set by institutional investment funds, and our property managers are available 24/7 to respond promptly to tenant needs. We offer guidance for capital budgeting, routine maintenance inspections, annual mechanical plumbing and electrical system reviews, fire life safety compliance, and advanced energy management.

In conclusion, if you're looking for a reliable, efficient, and forward-thinking property management partner, look no further than LeaseCollection.com and our team of professionals. We are dedicated to delivering exceptional results, building long-term relationships, and helping you achieve your investment goals.

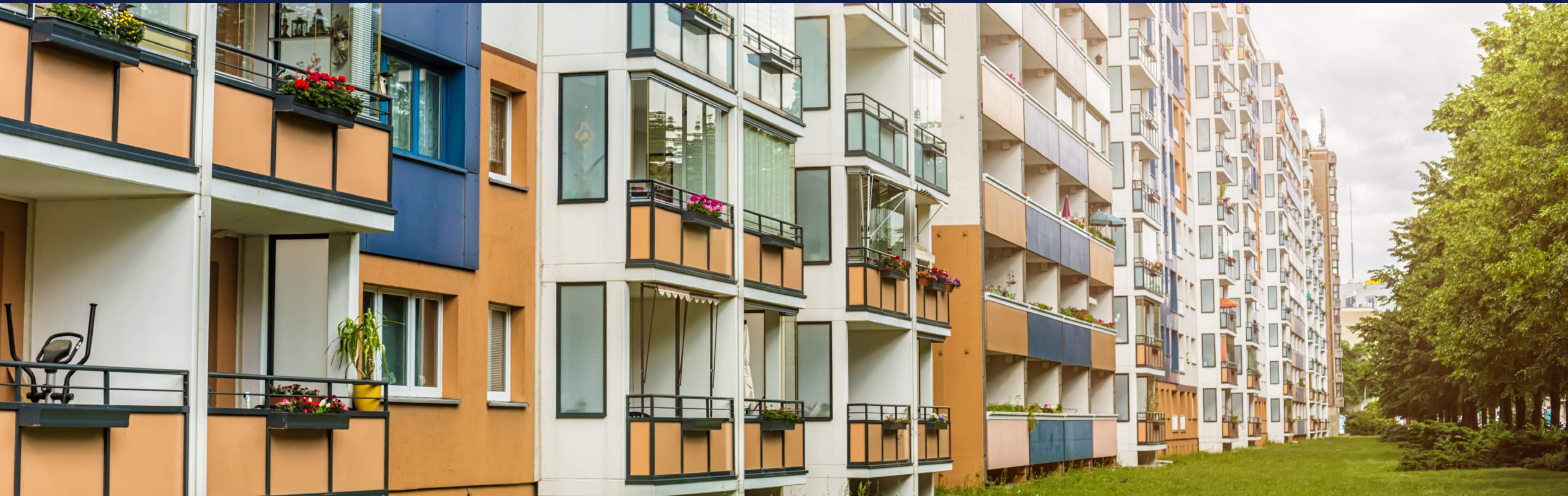
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OUR VISION



The Lease Collection Team has a clear vision of what property management should be all about. We see ourselves as investment partners and treat each property and tenant with the same care and attention as if we were the owners.

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CONTRACTED SERVICES

When it comes to contracted services, we take a rigorous approach. We bid out all contracts to at least two or three vendors, providing them with a detailed scope of work and walking them through the property to ensure their expectations align with ours. We award contracts based on the final cost of bids and the vendor's record of providing timely and high-quality services. We also consult with property owners about their preferences before making final decisions.

We keep a strict schedule for every vendor that performs contracted work on the property. Our site visits occur an average of three times a week, during which we review scheduled appointments and determine if any adjustments, additions, or reductions are necessary. This approach ensures the property is always maintained at the highest standard possible.

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BUDGETED CAPITAL IMPROVEMENTS

Our commitment to excellence also extends to budgeted capital improvements. We prepare an annual budget to present to the property owner and coordinate a total bid with our property manager. All approved capital items are bid out to at least three vendors, and we provide them with a consistent scope of work and access to the property for inspection and questions. Vendors are expected to provide their bids within ten working days. We ensure that their proposals include a full spectrum of work, before and after photos, renderings, and a proposed schedule for completion. We consult with property owners regarding vendor selection before bidding begins to ensure their preferences are considered.

At our company, we don't just manage properties; we invest in them. We strive to be the best property management partner you can have and will work tirelessly to ensure that your investment yields the highest possible returns.

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OPERATIONS OVERVIEW



When emergencies arise, you need a property management team that you can trust to act swiftly and with your best interests in mind. The Lease Collection Team understands the importance of competitive pricing and open communication with property owners.

To ensure fair and reasonable pricing for emergency repairs, we work tirelessly to source multiple competitive bids from our network of trusted vendors. Our team conducts thorough research to determine the best vendor for the job, considering factors such as quality of work and timely service.

We will always exceed the owner-defined expense threshold with prior consultation and approval. We believe in transparency and keeping our clients informed every step of the way.

The Lease Collection Team prioritizes being accessible to our clients at all times. Our Property Manager is always available, day or night, to handle any tenant inquiries or calls. You can trust us to act quickly and professionally in any emergency.

ACCOUNTING OVERVIEW: ENSURING FINANCIAL TRANSPARENCY AND ACCURACY

Property Management Accounting Process

The Lease Collection Team takes the management of your property's finances seriously. We utilize top-of-the-line Property Management Software and an in-house accounting team for all accounting functions, including accounts receivable, accounts payable, budgeting, and financial reporting. Our team also provides complete balance sheet reconciliations that tie to the values presented in the financial reports, ensuring transparency and accuracy.

We provide customized reports to meet our Client's needs, including Income Statements, Balance Sheets, Rent Rolls, and Bank Reconciliations. Our monthly financial statements, compiled into one comprehensive PDF bookmarked by report title for easy navigation, are typically delivered to clients by the 15th of the month following the reporting period. The reports include the Property Manager's Executive Summary and Budget Comparison with Variance Comments.



Billing, Collections & Accounts Receivable Process Overview

Our billing and collections process is designed to ensure timely and efficient rent collection. Statements are generated and mailed to tenants between the 20th and the 23rd of each month, detailing the current and following month's charges and payments received. We begin collection processes for any rent not received by the 6th of the month, and we always attempt to contact the tenant by phone to set up a time for payment pick-up.

Accounts Payable Process Overview

Our Accounts Payable process is equally efficient, with all budgeted monthly payables tracked, coded, and entered into our management software by our accounting staff. Any unbudgeted or special work orders are coded and approved by the Property Manager before being entered into our management software by the Accounting Assistant. Once joined, our Staff Accountant reviews and posts all payables, examines cash flow, and processes the checks for payment.

Financial Reporting Overview

We pride ourselves on our responsiveness and availability. Our Property Manager is available 24/7 to receive inquiries and calls from tenants. Our accounting team checks the mail daily, and all checks are deposited by 5:00 PM the same day they are received. We provide complete transparency and accuracy in all financial reporting and ensure timely and efficient rent collection and bill payment.

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OUR 90-DAY TRANSITION PLAN

DAY 1



a. Tenant Introductions and Tenant Direction Letters

- I. Provide Tenants with contact information for the Property Manager and the Property Management Office
- II. Provide new payment address for rents
- III. Provide contact sheets for tenants to fill out for emergency/after-hours contact
- IV. Provide insurance coverage and additional insured information for Tenant to update their Certificate of Insurance, as required by them Lease
- V. Survey tenant's level of satisfaction with services currently provided

b. Vendor Introductions

- I. Provide Vendors with the new billing address
- II. Meet vendors on-site to discuss the current scope of work
- III. Obtain a schedule on which services are performed
- IV. Meet with FLS, Alarm Monitoring, and Security contractors to provide the property manager's after-hours contact information
- V. Provide insurance coverage and additional insured information for Vendor to update their Certificate of Insurance, as required by them Contract

DAY 1



c. Utilities

- I. Change the billing address for the existing utilities
- II. Set up online access or change password and profile for any already existing accounts

d. Building Systems

- I. Confirm locations of utility shutoffs and mark on a site plan
- II. Confirm that FLS inspections are up to date
- III. Confirm that applicable permits are up to date (e.g., elevators, emergency generators)

IV. Key system/Building Access

1. Determine the location of the roof access
2. Determine if any existing lock boxes must be removed, replaced, or recorded.
3. Determine if locks need to be rekeyed
 - a. May have to have this performed immediately depending on the reason for the transition of property management

e. Banking

- I. Set Up an Operating Account (trust account or custodial account, as determined by Management Agreement) to deposit rent checks and write checks for property expenses

f. Insurance

- I. Add the property

DAY 2-3



a. Property Walk

- I. Review existing scopes of work to determine if they are sufficient or need to be increased/decreased
- II. Evaluate if there are services that are not contracted that should be added and determine if they can be added to the scope of work performed by an existing vendor or if a new vendor needs to be added
- III. Work Orders and Capital Improvement Recommendations
 1. Photograph and document anything that needs to be addressed
 2. Determine if it is a Capital Improvement item or a minor work order that could be addressed in the Operating Budget
 3. Request bids or estimates

b. Vendor Contracts

- I. Abstract existing vendor contracts
- II. Make adjustments to Scopes of Work based on observations from Property Walk
- III. Rebid contracts

DAYS 4-5



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a. Abstract Leases

b. Complete Data Entry for reporting

DAY 6-10



a. Coordinate with former property management or the owner for:

- I. Invoices received since the transition
- II. Rent payments received since the transition

b. Operating Budget

- I. Compare existing Operating Budget with YTD Actuals
- II. Compare the Operating Budget to the bids received
 1. Determine if the existing Operating Budget is sufficient
 2. If needed: Draft the new current year Operating Budget and flag suggested changes, if applicable, and present to the owner
- iii. Create a workbook for the new Fiscal Year Operating Budget and Capital Budget

c. Create a workbook for future CAM Reconciliations

d. Begin the AR collections process

e. Install signage for Management and Leasing

DAY 11-30



a. Compare the latest utility billings with historical billings

I. If there is a discrepancy, determine the reason (e.g., additional use due to occupancy, rate increases, leak on the property)

b. Vendor Contracts

- I. Draft contracts and have signed
- II. Send Termination Notices to any vendors that are not being kept
- III. Obtain current Certificates of Insurance for vendors being kept or signed on

c. Tenant Insurance

- I. Follow up on COIs still not received
- II. Request copies of new COIs for policies set to expire in 60 days

d. Accounts Payable

- I. Checks can be run, and all payments being made from the Operating Account
- II. Schedule set up for expenses
 1. Determine when utility bills are issued and due
 2. Determine which services are paid monthly/quarterly/annually
 3. Determine the next property tax payment that is due

e. Send first Tenant Statements

- I. Verify that they include any past AR and all payments received since the transition
- II. Include bright-colored insert reminding tenant of new payment address

DAY 31-60



a. Confirm with the owner of the former property management company that will be preparing the prior year's CAM Reconciliation

I. If so, obtain a copy and add charges/credits to tenant ledgers

II. If it has not, and the former property management company will not perform the CAM Reconciliation, obtain a copy of the prior calendar year's YTD General Ledger and generate the CAM Rec on the owner's behalf

b. Review Leases for inspection provisions and create a schedule for inspecting the occupied suites to ensure that they are being maintained properly

c. Walk vacant suites

I. Confirm that electricity is turned on

II. Verify that HVAC, restrooms, kitchen, and lighting are functional

III. Make sure that they are clean and odor-free

IV. Photograph and document anything that makes the space undesirable to a prospective tenant and obtains bids to correct

1. Any bid over the existing Operating Budget will be used as an estimate for the following year's Budget

2. Make the Leasing Team aware of any possible issues before showing space to potential tenants

DAY 61-90

a. Begin initial draft of the following calendar year's Operating and Capital Budgets

b. Perform mid-year CAM Reconciliation as a draft only

I. To forecast for excessive charges or credits

II. Determine what action can be taken to reduce any additional charges or credits at year-end





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OUR FEES



We offer a competitive and transparent fee schedule to ensure our clients receive the best value for their investment.

Onboarding/Initiation

Join our property management services today and take advantage of our competitive one-time initiation fee of only \$200 per unit! Plus, for those with multiple units requiring leasing and management services, The Lease Collection Team offers exclusive discounts that will surely fit your Budget. Our management team will determine the exact discount based on your specific needs and the number of units that need leasing/management services.

Our onboarding process is designed to make things as easy as possible for you. We will handle everything, from collecting, reviewing, and uploading necessary documents to coordinating a comprehensive property inspection and assisting your tenants with setting up their resident portal for convenient auto-pay capabilities. Trust us to handle every aspect of property management so you can sit back, relax, and watch your investment grow.

Property Management

Our property management fee is only 3.5% of gross rents collected each month, ensuring you receive maximum returns on your property

OUR FEES



Administration

Additionally, we charge a flat \$495 per month admin fee per property to cover all expenses, including postage, listings with Property line and CoStar, software licensing, and more. This eliminates the need for billing back every cost, saving you time and hassle.

Construction Management

Our construction management fee schedule is also designed to provide flexibility and affordability for our clients. For construction projects up to \$9,999, there is no fee.

For projects between \$10,000 and \$200,000, our fee is only 3.5%, ensuring you receive a fair and reasonable price.

For larger projects between \$201,000 and \$300,000, we charge only 3%; for projects above \$300,000, our fee is a low 2.5%.

You can trust us to manage your construction projects efficiently and cost-effectively.

Leasing & Tenant Placement Services

- One-Time Onboarding Fee of \$295
- One month's rent equates to a one-month commission for a 12-month lease. Our leasing fee formula is straightforward: $(\# \text{ of days in lease} / 365) * \text{Rent}$ We only get paid when the job is done!

HERE'S WHAT OTHERS ARE SAYING ABOUT US



Jeffrey Legg
1 review



★★★★★ 3 years ago

What an amazing company!! Janelle is very personable and very understanding and willing to go over and beyond to make sure things are completed and finished for any tenant!! I recommend to hire this company if you're looking for great ... [More](#)



fatima khambaty
6 reviews



★★★★★ 2 years ago

The Lease collection team has been nothing but hard working, responsive, creative and solutions-oriented. They treat my property and look out for it as if it were there own. This has allowed me to live with peace of mind while continents ... [More](#)



Aicha Gbane
7 reviews



★★★★★ 2 years ago

Tony was very professional and was able to get our home rented quickly. I recommend The Lease Collection.



Kevin K
3 reviews



★★★★★ 8 months ago

I highly recommend the Lease Collection. The Lease Collection has been great to do business with. My place was rented in record time. Tony and his team did a great job.



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BOOK YOUR NEXT CALL HERE



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