



# The REI Concierge

*Bridging the gap*

## Finding the Right Turnkey Partner

**Turnkey Property:** a fully renovated home that an investor can buy and immediately rent out

**Turnkey Partner:** a company that buys distressed homes, renovates them with a standard package of materials, partners with a property management company, and sells the homes to investors

**Markets for Turnkey:** certain markets work for this model, where price points allow a win-win for both the TK partner and the investors (i.e. Birmingham, Indianapolis, Kansas City, South-Central Pennsylvania, Houston, etc.)

**Turnkey Process:** Every TK partner has a slightly different process. Once you've established your strategy and goals and chosen a market (or 3), talking to TK providers is a great way to learn more and determine who would be a great partner for you.

**Where to begin:** *The REI Concierge* has a list of recommended TK providers across the country. We've spent hours talking with them, learning their processes, and feel confident our clients will have a good experience working with them. We also work with and buy from them ourselves.

**NOTE:** It's not required for you to be a client of *The REI Concierge* for us to make an introduction to a TK partner. Reach out and we'll be happy to put you in touch by email to get the ball rolling!

The following questions will help guide you as you explore potential TK partners:

### General questions:

- How long have you been in business?
- How many properties have you renovated in this time period?
- Are you in other markets besides the one we are discussing?
- What are the requirements for a house you purchase? Walk me through your house selection criteria...
- How long does a typical renovation take to complete?
- Walk me through your "checklist" of "standard" renovations you make to each project?



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- Do you have in-house contractors, or do you sub out the renovation work?
  - If you sub out the work, how many different teams do you use?
  - How long have you been working with each of these teams?
  - Can I have their contact information?
- Do you offer a guarantee on your work?
  - If so, for how long?
  - What items are covered and what aren't?

## Questions about neighborhoods:

- Tell me about what specific neighborhoods I should be looking at and why....
- Are there any specific tenant preferences in this market? (i.e. 3 bed/2 bath, people really love garages here, people here prefer fenced in yards, etc...)
- Are there any environmental hazards or flood zones I need to be aware of in any of these neighborhoods where I am looking?
- Do YOU own any investment properties in this market? If so, please elaborate...
- Are there any neighborhoods YOU would avoid, and if so, why?

## Questions about the purchase process:

- If I work with you, walk me through the process from this conversation to the selection of my property.
  - Once I choose/reserve a property, walk me through the process from that time until we close on the property.
  - Will I have a dedicated closing coordinator or account manager? If not, who is my best point of contact?
  - What is the typical timeline from choosing a property until closing?
- What is the response time I should expect from you to respond to my inquiries during this property search process? What is the best method of contact for you? (crucial points to cover with time differences, international calls, etc.)



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## Questions about property management:

*(Note: some TK providers also provide PM, some do not. These questions may need to be directed to the PM company. For additional questions regarding PM ask us for "Questions to ask Property Management Companies.")*

- How long is a renovated house typically vacant prior to the first tenant moving in?
  - How long before the project is completed do you begin to advertise the vacancy?
  - How much do you charge for the initial placement of a tenant?
- What is your current vacancy rate? Have you seen this rate change over the last 3-6 months?
- Do you have in-house property management, or do you use a third party?
  - If you use a third party, how long have you worked with them?
  - How many units do they have under management?
  - What software do they use to communicate with investors/owners?
  - How many employees do they have?
  - Will I have an "account representative" that will know my properties and I can contact directly?
  - What is the typical turnaround time on a service request from my tenants?
  - What is the turnaround time I can expect on my personal inquiries?
  - Can you please introduce them to me?
  - What is their monthly rate?
  - What is their fee for a new tenant placement?
  - What is their fee for a lease renewal?
- What is current average length of stay for your tenants across all of your properties?

## Additional questions:

- Do you have lenders that you prefer? Can you introduce them to me?
- Do you have preferred insurance agents?
- Do you have a preferred title attorney?