

KOJA PROPERTY SOLUTIONS, LLC

Owner Onboarding Checklist

Dear Owner,

We look forward to serving your investment, maximizing your rental income, and providing peace of mind.

☒ **Note:** Your property will be activated in our system once all required documents have been submitted and the initial onboarding fee (if applicable) has been received, unless otherwise agreed in writing.

Once again, welcome to the team — we appreciate the opportunity to manage your property.

Sincerely,

Koja Onboarding Team

Below is a checklist of items needed to complete onboarding.

1. Required Documents & Forms

- ☐ [Click here to complete Onboarding: Property Information Sheet](#) (Listed under Forms & Links below.)
- ☐ Signed Property Management Agreement (emailed to you)
- ☐ Completed W-9 (Taxpayer Identification – emailed to you)
- ☐ Please let us know in advance whether you will be using your Social Security Number or EIN on the W-9 form.
 - ☐ [Click here to provide your emergency contacts information](#) (Listed under Forms & Links below.)
- ☐ A lockbox will be placed on the property to secure a set of keys unless other arrangements are made.
- ☐ Proof of Insurance – homeowner/landlord policy naming ‘Koja Property Solutions, LLC’ as additional insured
- ☐ [Click here to learn why we require additional insured status](#) (Listed under Forms & Links below.)
- ☐ Banking Information – ACH form for owner disbursements (emailed to you)
- ☐ Reserve Funds – \$1000.00 per unit for maintenance emergencies (options explained in management agreement stipulations)

2. Koja Key Contact Information

- ☐ General Inquiries: hello@kojapropertyolutions.com
- ☐ Phone: 678-981-8300 (we can receive texts on this number)
- ☐ After-Hours Emergencies: 678-310-3181

3. Koja Leasing Process Overview

- ☐ We market to multiple online websites & GAMLs for properties requiring additional marketing exposure.
- ☐ Screen all applicants (credit, income, rental history, criminal background as permitted by applicable law)
- ☐ We will consult with the owner prior to approving an applicant unless otherwise stated.
- ☐ Execute lease & collect security deposit before move-in (options explained in management agreement stipulations)

Please note: To protect the applicant's personal information and comply with privacy requirements, Koja Property Solutions does not distribute complete applications or background reports. We provide a summary of the screening results along with a recommendation indicating whether the applicant meets our qualification standards and the reasons supporting that determination.

3b. Management

- ☐ Collect rent and deposit into trust account
- ☐ Handle maintenance requests & coordinate vendor repairs
- ☐ Conduct periodic inspections
- ☐ Enforce lease terms and manage renewals

3c. Accounting

- ☐ Deposit owner funds by the 10th of each month (after rent clears & expenses paid)
- ☐ Rooms for Rent: deposit owner funds by the 15th & 25th of each month (after rent clears & expenses paid)
- ☐ Send monthly statements
- ☐ Owners are provided with access to an owner portal
- ☐ Provide year-end 1099s for taxes

4. Owner Responsibilities

- ☐ Maintain adequate property insurance
- ☐ Approve repairs exceeding reserve amount (except emergencies)
- ☐ Provide HOA rules, warranties, and property access information
- ☐ Respond promptly to requests requiring input
- ☐ Ensure the property remains habitable
- ☐ Keep utilities active during vacancies (at owner's expense)

5. Tenant Placement & Management Fees

- ☐ This information is outlined in the management agreement and special stipulations