

We promise never to stand in the way between agent and their client

Clear expectations are vital, so that everyone can benefit from the business partnership which is client / agent / property manager.

One of the biggest challenges is the *different form and tone of communications*

As buyer's agents and listing agents, we make ourselves available to our clients 7 days a week, sometimes up to 12+ hours a day. That's not the norm for property management.

Business hours are M - F from 9 - 5. If a return call is requested, Friday is the scheduled day.

Our office phone 412.831.9963 x 317 *This is a voicemail* which will be forwarded to my cell if I'm not in the office. Texts are for emergencies. Emails are the preferred method, primarily because they are a written record and can be archived. Although this is discussed in the contract addendum, it may not be fully realized until your investor texts us on a Friday night and is angry that no one responded until Monday. Bad for us, and bad for you since you referred us in good faith.

And although we will always try to be responsive, constant abuses (calls after 6 pm, weekend calls, demands for immediate responses, etc) will be problematic.

Flex Plans

Not all pricing is the same for each plan, because the cost vs. the potential income ratio is not the same. If you will be doing the leasing, these are your responsibilities:

- Fully executed lease - original signature on file.
- Signed Consumer Notice for Tenant
- Signed application
- Copy of driver's license plus year/make/model of vehicle and license plate
- Rent checks endorsed Keller Williams, Security deposit endorsed to Pgh Red Door PM
- Keys - either a programmable lockbox with duplicate keys should be installed at the property (and a spare key in the office) or install a programmable deadbolt and provide the code to the office. Landlord locks are a great choice, but a spare key needs to be in a key safe at the property.
- You can opt - out of future leasing, but that would not be subject to change again without additional fees to reimburse marketing costs. See "A La Carte items"



How We Handle Repair Requests

Repair requests are made to a toll free number

This number is manned 24/7/365

If not an emergency, the information is taken, and an email is sent to the property manager for followup and scheduling. Non - emergency repairs will be sent to the owners, and owner may choose his / her contractors

Bids

We will request an estimate, but we will not “ shop ” for the best deal

Our contractors are available, or we'll use the owner's choice

One of the reasons our pricing is so low is that our processes are streamlined

How We Handle Emergencies

A list is available of our policies and procedures used to distinguish whether the repair request is a true emergency or can wait until business hours

<https://docs.google.com/spreadsheets/d/1jVaiHpnf2c7Kw0jAT5ZCJMO575RsQ8iWqm0sOVxxDXQ/edit?usp=sharing>

How We Advertise

Our choices may or may not align perfectly with yours

We use:

Zillow, Trulia, Hot Pads, Apartments.com, Realtor.com, Rent.com, Facebook, Homesnap (must be on the MLS), Twitter, Linked In, Instagram, Pinterest, Rentals.com, Rent.com, Apartment Guide, Craigslist, and more.

We do not now or will we ever list a rental before owner has title
Please don't ask.

A La Carte Items

360 Video walkthrough tour	\$ 150 We film and edit We pay a hosting fee and software fee
Drone video & photos	\$ 150 We use Wing Shots
Accessories staging	\$ 295. Includes master bath, kitchen, artwork, 2 area rugs
Full staging	\$ varies depending on # of rooms and type of furniture. Typically \$ 350 per month for 3 months, plus delivery and \$ 295 for the accessories and artwork Furniture rental is contracted in the owner's name.
Facebook ads	Minimum \$ 49