



Property Owner Management Guide

Everything you need to confidently rent
and protect your investment

Leasing • Management • Maintenance • Compliance • Reporting

Himler Audisho

Director of Business Development

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About Housing Hub

*Trusted Property Management
for the Twin Cities since 2013*

Housing Hub is a local, **full-service property management company** dedicated to serving property owners and tenants throughout the Twin Cities metro area. Since our founding in 2013, we've grown into a team of experienced professionals who take the stress and headaches out of owning rental properties.



Your management partners

- ✓ Locally owned & operated
- ✓ 2500+ units managed
- ✓ Experienced team since 2013



Our Mission

Our mission is to provide the highest level of service and peace of mind to property owners by taking care of all aspects of rental management, from finding quality tenants to ensuring your investment is well-maintained.



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651-528-8401



Areas We Serve

We proudly serve property owners throughout the entire Twin Citie metro areas, including:

- Minneapolis
- Rochester
- Woodbury
- Eagan
- Oakdale
- St. Paul
- Bloomington
- Brooklyn Park
- Apple Valley
- Hopkins

and more!

Why Owners Choose Us



***Trusted, Full-Service
Property Management
You Can Depend On***



Expertise & Experience

- Years of local property management experience
- Locally owned and operated since 2013



Personalized Service

- Tailored management solutions to meet your specific needs
- Clear and transparent communication at all times



Comprehensive Marketing

- Effective marketing strategies to quickly rent your property
- Extensive tenant screening to find reliable renters



24/7 Maintenance Coordination

- Prompt and reliable maintenance services
- 24/7 emergency support for tenants and owners



“Housing Hub has taken all the stress out of managing my rental property. Their team is professional, responsive, and truly cares about making sure everything runs smoothly. I have my time and life back. I highly recommend.

Sarah W., Saint Paul



How We Protect Your Income

(When Things Go Wrong)

Real Protection – Not Just Tenant Placement

Rental properties don't succeed because nothing goes wrong. They succeed because problems are handled quickly and correctly.



Structured Tenant Approval

We evaluate risk before it becomes a problem.

- Prospective tenants must have a government-issued photo ID and will be subject to screening criteria such as:
 - Background check
 - Credit history
 - 2-Year rental history
 - Landlord references
 - Employment/Income verification
 - as well as criminal records
- Credit profile and rental history reviewed together
- Applicants evaluated for Housing Hub Warranty eligibility
- Owners understand approval strength before signing a tenant
- Clear recommendation provided for every applicant



“Every rental will face challenges. Owners succeed when they have a system, not just hope.”

– Joe Collins, CEO



Dedicated Delinquency Department

- Managed by a full-time delinquency coordinator
- Ongoing communication with property owners
- Payment issues addressed right away
- Early action improves court outcomes and recovery rates



In-House Legal Counsel

When legal action is required, our attorney manages the process from start to finish.

- Direct coordination with Housing Hub's legal counsel
- Proper notices served in compliance with local and state laws
- Filing and court handling managed professionally
- Owners never navigate legal steps alone



What Happens After You Sign

1

Property Evaluation

Our experts will assess your property's condition and provide a competitive rent analysis.



2

Rent-Ready Recommendations

We'll provide recommendations to get your property ready to rent and highlight any improvements.



3

Professional Marketing Launch

We take professional photos, create an engaging listing, and market your property to top rental sites.



4

Tenant Screening & Approval

We thoroughly screen prospective tenants, including credit, background, rental history, and income verification.



5

Lease Signing & Move-In Inspection

Once approved, we'll handle the lease signing and conduct a detailed move-in inspection to document the condition.



6

Ongoing Management & Reporting

We manage your property with attention to detail and keep you informed.



Questions? himler@housinghubmn.com
or 651-528-8401.



Management and Tenant Services



Housing Hub's Management Services

Ongoing Property Management

- Collecting and dispersing your monthly rental payments and ongoing lease enforcement
- Coordinate maintenance requests
- Send State of Minnesota required CRPs
- Provide monthly and yearly accounting reports
- 24-hour on-call maintenance for your tenant(s)
- Secure online owner portal to keep you up to date with reports and activity



Housing Hub's Tenant Placement Services

Leasing & Placement

- Advertising and marketing of your property on 30+ local and national websites, including full-color yard or property signage
- Tenant-paid background checks, including criminal history, evictions, rental history, and income verification
- Once an applicant is approved, we prepare the lease and addenda
- Assistance in acquiring required local permits or rental licensing
- Detailed move-in inspection with full-color photo documentation to protect your property
- Coordinate move-in and provide keys

Cost to you: One month's rent



Tenant Shield

Placement Protection

- If a tenant has a strong rental history and credit check, Housing Hub will provide a 6-month or 1-year Tenant Shield warranty on that tenant
- If a tenant placed by a Housing Hub agent and approved by you must be evicted due to non-payment of rent, Housing Hub will place a new tenant for you at no charge

HOUSING HUB LEASE


HOUSING HUB LEASE



Ongoing Management & Communication

We don't just place tenants – we actively manage your property every day.



Rent Collection & Lease Enforcement

- Collecting and dispersing monthly rental payments
- Ongoing lease enforcement
- Handling delinquent tenants/ notices
- Coordination when tenant violates lease terms



Maintenance Coordination

- Coordinate maintenance requests
- Dispatch vendors/contractors
- Emergency maintenance response
- Protecting property condition



Communication Handling

- Communication with tenants
- Communication with vendors
- Communication with city/inspectors
- Keeping property owners informed



Compliance & Documentation

- Sending State of MN required CRPs
- Lease compliance monitoring
- Documentation handling
- Required notices and reporting

Owner Reporting & Financial Transparency

- ✓ Monthly accounting reports
- ✓ Yearly accounting reports
- ✓ Secure online owner portfolio
- ✓ Access to financial documents



You stay informed. We handle the day-to-day work.

Real-time updates • Financial reporting • Professional communication

Maintenance & Repair Handling

No surprise repairs. No unnecessary costs. Every repair follows a defined process designed to protect you and your property.



Our job is not to spend your money – it's to protect it.



Owner Authorization Levels

- You set a repair approval limit for your property
- We contact you before exceeding your threshold
- Large repairs are never completed without authorization

You remain in control of every major expense.



Emergency Response Protocol

- 24/7 emergency line available for tenants
- Immediate action taken only to prevent property damage or legal liability
- Owner notified as soon as possible
- Full documentation provide aafter resolution

We act quickly, but never without accountability.



Repairs & Vendor Management

- Licensed and vetted vendors only
- Competitive and consistent pricing standards
- Scheduling handled entirely by our team
- Completed work verified before payment

No chasing contractors. No uncertainty about who is entering your property.

HOW WE PREVENT SURPRISE COSTS

- Tenants never dispatch vendors directly
- No unauthorized work orders
- Emergency repairs are limited to damage prevention only--
- All invoices are reviewed before payment
- Maintenance history tracked for every property

Most costly owner problems happen when repairs are unmanaged.

Our system exists to stop small issues from becoming expensive ones.





Inspections & Property Protection

*We don't discover problems
after they become expensive.*

We document, verify, and prevent them.

From move-in to move-out, our inspections keep your property in excellent condition and protect against safety or tenant violations.

Detailed inspections & Appraisals



Move-In Inspections

- Condition documented with photos and checklist
- All features and appliances tested and confirmed working
- Detailed move-in report uploaded to your online owner portal

A strong start prevents disputes later.



Owner-Requested Inspections

- Available upon owner request or concern
- Used to address specific issues or property conditions
- Check for maintenance concerns and lease compliance
- Detailed report with photos provided after inspection



Property Appraisals

When a professional valuation is needed, we coordinate our trusted appraisal services to accurately document your property's market value.

What We Look For

- ✓ Tenant damages or lease violations
- ✓ Plumbing leaks or water damage
- ✓ Safety issues
- ✓ General maintenance needs
- ✓ Code compliance and habitability standards

Proactive inspections protect you from costly surprises and liabilities.



Specialized Services & Investor Advantages

Beyond management – we help you grow your investment.

Designed for Long-Term Investors



Renovations, Turns & Investment Support

Owning rental property required more than day-to-day management. Our team supports investors with improvement planning, turnover coordination, and long-term property strategy so you can maximize value without managing projects yourself.

We assist with:

- Unit turns and rent-ready preparation
- Renovation planning based on budget and market demand.
- Vendor coordination and project oversight
- Investment consulting and property improvement recommendations.



Seasonal Maintenance Services

Automatic Fall Heating System Service (4+ Unit Owners)

Each fall, properties with four or more units under management **automatically** receive a heating system check - *no owner request required.*

This preventative service includes:

- Furnace and boiler inspection
- Operational safety verification
- Heating readiness before winter
- Early detection of potential failures.

This helps prevent emergency no-heat calls, tenant complaints, and costly winter damage.

Exterior & Structural

- Roofing & gutter inspection, repair, cleaning, disposal, and guard installation
- Walkway and driveway resurfacing and repair

Window & Weatherproofing

- Caulking windows and doors (repair or replacement)
- Window cleaning & early detection of potential failures

Grounds & Landscaping

- Leaf raking, mowing, snow plowing, trimming bushes & trees
- Flower bed maintenance and mulch

Pest & Safety

- Address unwanted pests (rats, mice, raccoons, squirrels)
- General safety maintenance monitoring



Additional Property Support

Laundry vendor coordination (coin or mobile payment systems). The vendor will not only provide the machines, but will also repair or perform any necessary maintenance on equipment.



PRICING

Transparent & Competitive Rates



PROPERTY OWNER RATES

SUBSIDY OWNER RATES

(Section 8)

| | | |
|--|---|---|
|  Single Family Homes | /month | \$ /month |
|  Duplex | \$ /month | \$ /month |
|  3+ Units | of gross Monthly Rent (May include set up fee) | of gross Monthly Rent (May include set up fee) |
|  HOA'S | Customizable services | |

All Management Plans Include:

| | |
|---|--|
|  <input checked="" type="checkbox"/> Access to AppFolio - Tenants pay rent, submit requests & communicate | <input checked="" type="checkbox"/> General Communication & Record Keeping |
|  <input checked="" type="checkbox"/> Owner Portal Access - Payments, documents, distributions & reports | <input checked="" type="checkbox"/> Day-to-Day Administration - Tenants, City & Vendors |

We service every aspect of your property inside and out! Here are just a few of the additional services we offer.

Additional Owner Services

| | | |
|---|---|---|
| General Maintenance Fee | Tenant Acquisition Fee | Tenant Retention Fee |
|  \$ /hour Trip Charge |  One Month's Rent | Standard: \$ Subsidy: \$ |

We Also Offer

Prices vary depending on the type and size of property

- Lawn Care
- Landscaping
- Snow Removal
- Remodeling Bid
- Seasonal Work
- Common Area Cleaning
- Carpet Cleaner
- Bill Pay Management
- Buying & Selling Real Estate
- 1031 Exchange Consultations
- And much more!

SUBSIDY / SECTION 8 Specific Inclusions

- All complex subsidy documentation and applications are completed for you by our team, such as contracts, shelter forms, inspection forms, etc.
- Agents consistently maintain case worker communication.
- Increased administrative work tracking guaranteed payments.
- Tenant retention fee, which require additional effort to secure approval from the involved case worker and subsidy program.
- Attending subsidy inspections that adheres to the standards set by the Department of Housing and Urban Development, with increased frequency, reporting and documentation.



What You Can Expect From Us



Service Standards & Communication Promises



A Management Team That Responds

Owning rental property should not require constant follow-up. Our team operates with defined response standards so you always know when you will hear from us.

Owner communication response times:

- Emails responded to with one business day
- Urgent issues addressed same day
- Phone messages returned within business hours
- Major situations communicated immediately

We don't wait for problems to grow – we keep you informed as they happen.



Clear & Consistent Updates

You will never wonder what is happening at your property.

We proactively communicate regarding:

- **Lease renewals** and non-renewals
- **Maintenance issues** and repairs
- **Tenant concerns** or violations
- **Late payment** or collection actions
- **Turnovers** and vacancy timelines
- **Legal notices** when required

Our goal is simple: no surprises.



Professional Tenant Management

We handle tenant communication so you don't have to.

Tenants are **instructed** to contact Housing Hub management directly for:

- Maintenance requests
- Questions or concerns
- Lease issues
- Payment arrangements

This protects your **time** and keeps boundaries professional.



Financial Transparency

You **will always** have access to your property information.

Through your online owner portal you can view:

- Monthly statements
- Invoices and repair receipts
- Lease documents
- Inspections reports
- Year-end financial reporting

Your records are available 24/7 – not just at tax time.

Reliable communication. Consistent standards. Professional representation for your property.

Next Steps / Contact



Questions? Ready to Begin?



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Joe Collins | CEO Tom Gallagher | CFO

“Our goals are simple – protect your investment while making ownership easy. Owning rentals should feel like an investment, not a second job — that’s what we’re here for.”

– Tom Gallagher, CFO

Take your time reviewing – we’re here to help you make the right decision for your property.



651-488-2437

www.housinghubmn.com

