


Mr. Landlord's Guide to Doing It Right

EXTREME

By George Sidney Cottage

Vol. 2 #2 2020



*From initial inquiry
to signing the lease,
this guide offers you the keys
to successfully secure
future tenants*

A TRUSTED RESOURCE FOR ONTARIO LANDLORDS



Property Management Inc.

About Our Guide



Mr. Landlord's Guide To Doing It Right is a free tool to assist property owners find the keys to success in the Ontario rental market.

The publication is provided as a resource to assist landlords every step of the way; from an initial tenant inquiry to signing a lease. This is a step-by-step guide for landlords to successfully secure future tenants and profit from long-term results .

The guide is authored by George Sidney Cottage, founder of EXTREME Property Management in St. Catharines, Ontario.

EXTREME is a full service rental and property management company offering over 50 years of comprehensive and cost effective management solutions to landlords. EXTREME is known to offer courteous, attentive service to tenants in the Niagara Region.

- We help landlords save time and increase profits
- We have over 50 years of service to landlords and tenants in the Niagara Region
- We understand the landlord's needs ■

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A person is holding a stack of three cardboard boxes. The person's head is visible at the top, and their arms are visible at the sides, holding the bottom box. The background is a white brick wall. The text is overlaid on the front of the bottom box.

Landlord's Guide to “Doing it Right”

Replying to inquiries about your rental.

Keep things in perspective. You are renting an apartment, house, condominium to a stranger and extending them \$15,000 to \$25,000 in credit for the year (rent).

Screen appropriately.

**Ask the right questions on the phone and save time at the rental.
You will have fewer showings, but more qualified applicants.**

**For e-mail inquiries, put your selection of questions in a
return e-mail to the person inquiring.**

17 Questions you should ask a prospective tenant before you show the rental.

Select the questions that suit your requirements.

1. Are you currently renting, and if so, where?
2. How long have you lived there?
3. What date would you like to move?
4. What kind of work do you do?
5. What is a rough estimate of your monthly income?
6. How many people would be living with you?
7. Does anybody staying with you smoke?
8. How many parking spaces would you require if you rent here?
9. What type of pets do you have?
10. Do you think your current landlord will give you a favourable reference?
11. Does your current landlord know you are moving?
12. Have you ever been evicted?
13. Are there any issues I should know about prior to a credit check?
14. Have you ever filed for bankruptcy?
15. Will you have the first and last month's rent before moving in?
16. Are you willing to sign a 1-year lease agreement?
17. Do you have any questions for me?

If a prospect has answered all of the questions to your satisfaction, be ready for an appointment right away. People want instant service and this appointment could be worth several thousand dollars to you.



SHOWING THE RENTAL

3 Types of Rental Showings

Three types of showings.

1. One at a time. Every 15 minutes.

PROS: Private time to talk to the prospect.

CONS: If an appointment cancels you have 15 minutes to fill in.

2. All appointments at one time.

PROS: Time saved.

CONS: Unable to pay personal attention and may lose a prospect.

3. Open house with a time limit.

PROS: Time saved.

CONS: Wasted time if no shows and if many come, you are unable to address them all.

Arrive ahead of the prospective tenant.

Walk the unit. Pick up any trash or move anything that is out of place.

Is there an old mousetrap under the kitchen sink?

A toilet brush in the bathtub?

Junk in the backyard?

It's a good idea to have a pair of gloves and garbage bag in the car.

RIGHT OF ENTRY

A landlord has the right to enter the rental unit in certain circumstances when the landlord follows the procedures set out in the Residential Tenancies Act, 2006

Keep this rule in mind when showing a rental in Ontario.

Turn on every light, even in the daytime.

- Have application forms on a table or counter.
- Have information on the area available.
- Have business cards or a take-away brochure.
- Give them space to look around.
- Don't lead and say "this is the bathroom,"
- "this is the kitchen." That is evident.
- Remember to CLOSE. Ask for a deposit.
- Allow 15 minutes for a prospect to be late.
- Then leave.
- Your time has value.

The Human Rights Code

www.ontario.ca/laws/regulation/980290

Showing an Occupied Rental

24 hours notice is best but if you make arrangements with the tenant when they give you notice it can be at any reasonable time that you agreed on. ■



LINKS FOR LANDLORDS

CONNECT WITH ASSOCIATIONS & COMPANIES PROVIDING RESOURCES FOR ONTARIO LANDLORDS

RESOURCES

This guide offers multiple free resources on landlord and tenant issues, including associations and companies providing assistance.

Get connected with the resources you require by clicking the links or logo shown below.

Hamilton District Apartment Association

www.HamiltonApartmentAssociation.ca



Real Estate Investment Network

www.ReinCanada.com



Southern Ontario Real Estate Investment Training Club

www.TheReiteClub.com



Canadian Association of Rent To Own Professionals

www.Carop.ca



Safe and Sound Real Estate Investment Group

www.Sasreig.com

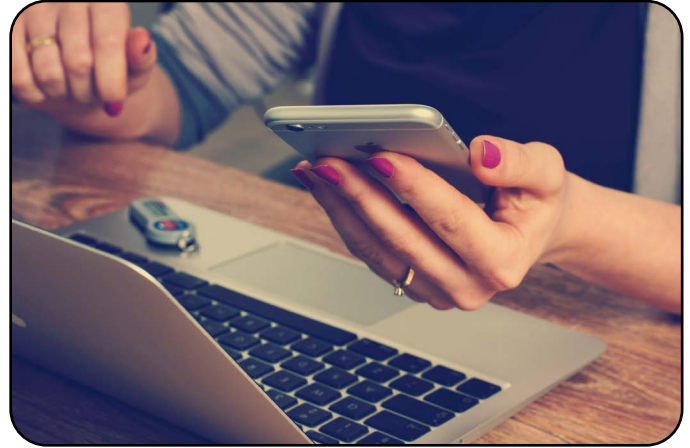




ADVERTISING TIPS

How to cost-effectively reach your target market with smart advertising.

USE THE INTERNET



EFFECTIVE ADVERTISING

HELPS FIND THE RIGHT TENANT

As the rental market expands in Ontario, operating a rental property is now more attractive to first timers as well as experienced investors.

With this in mind, every landlord is competing to find the perfect tenant; a person who consistently pays rent on the due date, and never complains or causes problems.

Target this type of tenant in a rental ad campaign to help draw the quality of applicants you receive for a rental.

Typically, effective advertising requires a relatively unique positioning of your rental property, differentiating from competitors.

Effective advertising will improve the probability of finding the right tenant for your property.

Emphasize all the benefits of your rental property to increase the potential of raising interest by the ideal applicants.

A professional property manager can guide landlords by following this list of advertising fundamentals to promote your rental property:

TRUST THE EXPERTS

1. Use the Internet
2. Capture Attention With A Catchy Headline
3. Keep it Simple
Focus on key selling points of the rental property. List the monthly rent, security deposit requirement, location, availability date, lease length, the number of bathrooms and bedrooms, square footage, utilities and pet policy. Explain your screening process and tenant criteria.
4. Contact Information
5. Highlight the Property's Amenities
6. Display Visually Appealing Photos
7. Push Word-of-Mouth & Ask for Referrals
8. Schedule Date and Time for Open House
9. Use Social Media To Raise Engagement
10. Proofreading
Inspect the ad and check the spelling and grammar on your listings for accuracy and readability.



FIRE SAFETY

FIRE SAFETY RESPONSIBILITIES FOR ONTARIO LANDLORDS

Fires result in over one hundred deaths in Ontario each year. Fire prevention should be the number one safety concern for all landlords since the majority of these deaths occur in residential fires. Ultimate attention and the highest commitment to fire safety must be maintained at all times in order to provide a safer living environment for tenants, protect the landlords' investment and shield them from criminal charges or incarceration due to negligence or death.

EXTREME Property Management assists landlords in addressing fire hazard issues and maintaining fire safety in their buildings. We work closely with staff, superintendents, qualified fire technicians and consultants to ensure buildings meet municipal safety standards and comply with the fire code set by the Ontario Fire Marshal's Office.

Many municipalities in the Niagara Region follow the Ontario Fire Marshal's recommendations to enforce a zero tolerance policy towards violations.

In many cases landlords are immediately charged for fire code deficiencies without warning or time to rectify problems.

FIRE SAFETY TIP

It is mandatory that Ontario landlords have smoke alarms and fire extinguishers checked annually.

If you do not have smoke alarms or carbon monoxide detectors in your rental building, ask Extreme Property Management about this client service.

Many of these violations are discovered in random inspections by the local fire department without notice to the landlord.

FINES AND PENALTIES

An individual convicted of three fire code offences faces a penalty of up to \$ 20,000.00 and or one year imprisonment. In the case of contravention of the fire code there is a penalty of up to \$ 50,000.00 or imprisonment of up to one year for an individual. Penalties for corporations are set at a higher rate.

Any person who removes an order is subject to a fine of \$ 2,000.00 and or imprisonment of 1 year.

Failure to comply with an order is subject to a fine of up to \$20,000.00 per day.

If you are in doubt that your building is safe and meets all fire and safety codes required by law contact EXTREME Property Management today for further information. We will supply the name and telephone number of and a qualified independent fire consultant who will answer all your questions.

Let us help you protect your investment and make your building a safer place for your tenants to live ■



LANDLORD LICENSING THOROLD

EXTREME PROPERTY MANAGEMENT OFFERS THOROLD LANDLORDS A COST-EFFECTIVE LICENSING SERVICE.

Effective January 1, 2017 the City of Thorold enacted a landlord licensing bylaw. Called the "Residential Rental Licensing By-Law"

This by-law dictates that all landlords who own a rental property ranging from a single family home to a 4 unit building must apply to the City of Thorold and receive a license to operate. One exception is if you live in a home and rent out 2 bedrooms or less you are exempt from this by-law.

To comply you must;

- 1) File an application with the prescribed \$ 500.00 fee. (Renewable every 2 years for \$ 400.00)
- 2) Fill out a 6-page maintenance checklist for each unit.
- 3) Complete a 2-page maintenance plan.
- 4) Provide a floor plan of the building with measurements of each room, location of smoke alarms, carbon monoxide detectors and fire extinguishers (mandatory now).
- 5) Provide a lot plan showing outside measurements and where garbage cans and recycling materials are stored.
- 6) Have a letter from a licensed electrician stating the electrical is up to code (can be as much as \$250.00 per unit): (or)
- 7) an inspection from ESA stating your building meets code (hundreds of dollars plus 2 to 3-week wait).

LICENSING NEWS

Municipal rental licensing programs are taking hold in Ontario. Licensing programs have been implemented in Waterloo, Oshawa, London, Thorold, and a pilot project started in Hamilton. Landlords should be prepared for this trend in the province.

- 8) Arrange an inspection by the City of Thorold.

Additional return visits may cost extra. The complete process can take 8 to 10 hours of a landlord's time.

EXTREME Property Management offers a Landlords Licensing Service in Thorold,

Providing the Following for

Houses, Multi-units and Condos:

- 1) Meet with the landlord to have an application signed and situation discussed.
- 2) Notify the tenants of a time for our inspection.
- 3) We attend at the property with a certified electrician and fire alarm inspector.
- 4) We examine the entire property, fill in form work required, check smoke alarms and fire extinguishers, change batteries or replace units if necessary.
- 5) Leave documentation required with tenants regarding smoke alarms, carbon monoxide detectors and fire extinguishers and indicate we will be returning with the City inspectors but will notify them in advance.
- 6) Meet with landlord prior to filing application.
- 7) File application.
- 8) Attend with City inspectors.
- 9) Final report to landlord. ■

EXTREME Property Management

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Landlord Licensing



Houses



Multi-Units



**Condo
Units**



Effective January 1, 2017 the City of Thorold enacted a landlord licensing bylaw called the “Residential Rental Licensing By-Law”.

This by-law dictates that all landlords who own rental property ranging from a single-family home to a 4-unit building must apply to the City of Thorold and receive a license to operate.



The only exception is if you live in a home and rent out 2 bedrooms or less you are exempt from this by-law.

To comply you must:

- 1) File an application with the prescribed \$500.00 fee. (Renewable every 2 years for \$ 400.00)
- 2) Fill out a 6-page maintenance checklist for each unit.
- 3) Complete a 2-page maintenance plan.
- 4) Provide a floor plan of the building with measurements of each room, location of smoke alarms, carbon monoxide detectors and fire extinguishers (now mandatory).
- 5) Provide a lot plan showing outside measurements and where garbage cans and recycling materials are stored.
- 6) Have a letter from a licensed electrician stating the electrical is up to code (can be as much as
- 7) \$250.00 per unit): (or) an inspection from ESA stating your building meets code (hundreds of dollars plus 2 to 3-week wait).
- 8) Arrange an inspection by the City of Thorold. Additional return visits may cost extra.

**The complete process can take
8 to 10 hours of a landlord's time**

What we offer is:

- 1) Meet with the landlord to have an application signed and situation discussed.
- 2) Notify the tenants of our inspection time.
- 3) We attend at the property with a certified electrician and fire alarm inspector.
- 4) We examine the entire property, fill in form work required, check smoke alarms and fire extinguishers, change batteries or replace units if necessary.
- 5) Leave documentation required with tenants regarding smoke alarms, carbon monoxide detectors and fire extinguishers and indicate we will be returning with the City Inspectors but will notify them in advance.
- 6) Meet with landlord prior to filing application.
- 7) File application.
- 8) Attend with City inspectors.
- 9) Final report to landlord.

**We follow through regardless of the number of visits
the City requires, until the license is received.**



Our fee for this service is \$1,850.00

which includes the City License Fee, the Electrician and Fire Alarm Specialist.
The only cost not covered is the cost of new smoke alarms, carbon monoxide detectors and fire extinguishers. They are installed by us at the market value of the item.
No cost for installation.

www.EXTREMEPropertyManagement.com

EXTREME
Property Management Inc.



ECO RETRO FIT

How to Save Money & Profit from Eco Retro Fit

Energy costs are continuously increasing without any signs of a ceiling cap in the future. Despite this, many landlords, property managers and superintendents have not implemented and taken advantage of the benefits to be made by becoming energy efficient. Today's energy-efficient technology and processes are imperative to reduce costs, improve operating performance and increase tenant comfort while contributing to a cleaner environment.

EXTREME Property Management makes it a priority to combat rising utility costs by continuously monitoring, evaluating and making energy efficient changes to the properties we manage. Special attention is given to the following areas of the building:

BUILDING ENVELOPE

Windows, doors and walls are susceptible to heat loss, simple inexpensive applications of caulking, weather stripping or mortar re-pointing are inexpensive solutions and cost effective.

PLUMBING

Water loss from kitchen and bathroom taps and toilets is one of the biggest contributors to high costs that can be resolved by regular

ECO RETRO FIT TIP

Regular maintenance can expand the life of the present heating and hot water systems but there will come a time where it makes sense to convert to new high efficiency units to drastically cut down on utility costs

For expert advice, call George Cottage, 905-328-3141

maintenance inspections. A simple washer or adjustment of a ball float or flapper will add up to thousands of dollars in savings.

LIGHTING

Lighting in common areas such as hallways which are on 24 hours daily should be upgraded to LED (light emitting diode) light fixtures. Lobbies and areas which have natural sun light throughout the day should be set on light sensors. Areas that have been overlooked and have considerable savings are the rental units themselves. We cannot regulate how long tenants leave lights on but can make the light fixtures cost efficient by replacing outdated regular light bulbs with high efficiency LED units. For a minimum expense a motion sensor can be installed in washrooms, kitchens and hallways where lights are prone to be left on.

HEATING & HOT WATER

Regular maintenance can expand the life of the present heating and hot water systems but a time will come when it makes sense to convert to new high efficiency units to drastically cut down on utility costs

Contact us today to start saving money and start making money. ■



LEGAL MATTERS

How to Effectively Handle Legal Matters When Tenant Problems Affect Landlords

LEGAL TIP

Protect your rental business by adding the top 100 key clauses to the Ontario Standard Lease recommended by the Ontario Landlords Association. This is vital for Ontario Landlords.

For expert advice, call George Cottage, 905-328-3141

Most tenants are law-abiding citizens that accept the landlord's tenancy rules, respect other tenant's rights and pay their rent on time. Although most tenants fit into this category, it costs Ontario landlords millions of dollars each year to deal with tenancy disputes and problem tenants.

Disputes between landlords and tenants are resolved through The Landlord and Tenant Board. The Landlord and Tenant Board administers the Residential Tenancies Act, 2006 (the Act). This law sets out the rights and responsibilities of landlords and tenants who rent residential properties.

When tenant problems arise and cannot be resolved the landlord must serve a Notice of Termination to the tenant with an explanation. If the tenant does not rectify the problem within the designated time stated in the notice the

landlord must file an application to terminate the tenancy with the Board. The matter will be presented to a judge who will listen to what each party has to say prior to making a decision.

If an eviction order is issued, it states the date the tenant must vacate the unit. If the tenant does not, then the landlord must file the order with the Court Enforcement Office (Sheriff). This is the final process of the eviction order.

In order to expedite a quick eviction the landlord's legal representative must know the law and follow all steps in the filing process and provide accurate evidence to the board. If the process is not executed precisely, the landlord will have to start over from the beginning losing further valuable time and money.

We offer these legal services to our management clients in association with licensed paralegals. ■



When can a landlord enter a tenant's apartment?

Before entering your apartment the landlord or their employee must give 24 hours written notice of entry giving a reason as well as a time (the time must be between 8 a.m. and 8 p.m.). Formerly even under the Tenant Protection Act, the landlord had to have a good reason to come in, such as to make necessary repairs, but now under the Residential Tenancies Act, they can claim it is just to do an inspection. No notice is necessary in cases of emergencies, if you give the landlord permission to do so, or in cases where a notice to terminate the lease (by either the tenant or landlord) has been given.. ■

OUT OF TOWN LANDLORDS

Strategies for Out of Town Rental Building Owners to Hire a Niagara Property Manager

It takes strategic decision-making for out-of-town landlords planning to invest in a long-distance rental property. For Niagara rental building owners based in Toronto, Mississauga, Oakville, or other distant location, there are strategies to maximize the return on investment.

Consider the benefits of hiring a Niagara property manager.

DON'T RUSH INTO THE NIAGARA MARKET AS A LONG-DISTANCE RENTAL INVESTOR

Do your homework and review the comparable market analysis. Not only must you ensure a prospective property is not over-priced, but it is vital to determine that the rents a property seller shows would be sustainable on the long-term. Ask a Niagara property manager for advice.

INSPECT THE CONDITION OF PROPERTY

Repairs that could be required should be listed in an inspection of the property to establish related expenses on the investment. If you don't have reliable maintenance companies in Niagara, it could be problematic for a long-distance landlord to manage a "fixer-upper" in an out-of-town market. Owning an out-of-town property is a different proposition than having a nearby property you can check or repair more easily. Get referrals from a Niagara property manager.

SIGN UP GOOD TENANTS

Long-distance landlords face the added stress and time consuming hassles of dealing with "head-ache tenants." Tenants that don't pay their scheduled rent or those who complain frequently about nit-picky issues can multiply the challenges for long-distance rental owners. So finding great tenants pays huge dividends for the long-distance landlords in Niagara.

MAINTENANCE PLAN ON A REGULAR CYCLE

For a property maintenance plan as a long-distance landlord of a rental in Niagara, you will need a service a provider for lawn care; HVAC filters



replacement, snow removal, replacement of light bulbs, and other routine tasks.

Speak with a Niagara property manager for recommended service providers.

FREQUENT INSPECTIONS OF PROPERTY

It is essential to protect your rental investment by inspecting the property on a regular basis. This takes time and expertise to check a building. This task could be handled more effectively by a local rental property manager in Niagara.

AUTOMATED SYSTEM

In today's digital world, a key for long-distance landlords is to automate payments of monthly rent and renewals of the lease on an apartment or house in Niagara. For example, Extreme Property Management has a proven system with leading edge software that simplifies the collection of rents electronically, as well as processing maintenance and repair requests online, among other responsibilities for a landlord.

HIRE A NIAGARA-BASED PROPERTY MANAGER

Overall, hiring a Niagara-based property manager to handle a rental building pays great dividends for long-distant landlords. Extreme offers services for rental properties in in St. Catharines, Thorold, Welland, Niagara Falls or surrounding areas. The monthly fee for the best property manager in Niagara is worth the peace of mind and effectiveness gained.

Extreme helps landlords maximize their return on investment. For out-of-town landlords, Extreme saves them valuable time and reduces the stress in handling a rental property.

Services include management of homes, individual condominium units, and duplexes.

Extreme clients benefit from in-house maintenance service, in-house fire safety service, appliance rentals, savings on insurance and the availability of paralegal advice. ■



How can out-of-town landlords balance their lifestyle while taking care of multiple rental units in Niagara?

The simple answer; it's not easy. Many out-of-town rental owners struggle to balance career, family, and other responsibilities.

Niagara property managers can maximize ROI for out-of-town rental owners when they do it right. For instance, Extreme Property Management saves distant landlords time. In addition, property managers can help lower costs on maintenance.

STRICT TIME MANAGEMENT FOR OUT-OF-TOWN LANDLORDS TO MANAGE RENTAL PROPERTIES.

After moving to a distant location, some real estate owners decide to hold on to their Niagara property. As a result, converting their former homes into rental properties consumes time. An initial plan for rental income turns to a lost opportunity when managing multiple units. It's time consuming, stressful, and inefficient for out-of-towners.

"Living north of Toronto, I am located a long distance from my investment properties in Niagara. Therefore, I need to rely on George Cottage and the team at Extreme Property Management to cover my best interests. They save me time and hassles. I trust the property manager to inform me on relevant local issues in the Region." Sunny, Extreme Property Management client

MANAGING STRESSFUL RESPONSIBILITIES FOR OUT OF TOWN RENTAL PROPERTY OWNERS

Distant landlords struggle with their challenges. Stress poses dangers to their health. More stress occurs when distant landlords can't respond simply to emergencies. However, it's manageable when living in the region near your investment property.

Some rental owners manage their property from afar by enduring the stress. They sacrifice valuable time. Some out-of-town landlords overcome the physical distance by taking a chance with tenants. Initially, they think tenants could be trusted. That's only until they lose patience chasing delinquent tenants.

COLLECTING PAYMENTS FOR OUT OF TOWN LANDLORDS

Collecting rental payments from tenants in Niagara could be managed by processing e-transfers, or post-dated checks. This does not always go according to plan. What happens when a tenant misses a monthly payment?

BALANCE STRESS & OUT-OF-TOWN LANDLORD LIFESTYLE

When payment problems happen it takes time and expertise to resolve the problem for landlords. After that, eviction is required following a few missed payments. Tenant evictions also take time and expertise.

WHAT IS A PROVEN SOLUTION FOR OUT-OF-TOWN RENTAL OWNER IN NIAGARA?

Hire an experienced property manager. Above all, delegating the responsibilities to a property management expert to oversee your rentals can save you money and maximize your ROI. For example, a property manager takes care of important matters such as rent and fee collection.

HIRE A PROPERTY MANAGER TO PROFIT FROM THE BENEFITS

A property manager helps if you do not have the time to dedicate to maintenance of multiple units. Usually, distant landlords can't respond quickly to emergencies or maintenance issues. For instance, timely maintenance and repairs can be covered efficiently by a property manager with reliable sources in Niagara. As we know a stitch in time saves nine. For instance, during maintenance projects, distant landlords can be updated on an online communications system used by Extreme.

If you live in Toronto but your rental property is in Niagara, it might be difficult to find the best tenants. Property managers effectively help leasing properties and marketing vacancies. Occasionally, distant landlords face challenges to collect payments from tenants. A property management company always saves you time by collecting monthly payments from tenants. Similarly, property managers help handle tenant complaints. The experts at Extreme Property Management also process evictions expeditiously.

In other words, the longer the distance between you and your investment property, the bigger the challenges you will face to manage it.

Hire Extreme Property Management to take care of rental buildings. It's a wise investment for those who are not interested in managing the units directly.

In conclusion, the extra time it takes to manage a property from out of town, overages on maintenance, missed tenant payments, vacancies, and difficult evictions add up to substantial expenses. In matters like this, hire an experienced local property manager to save you time, money and stress.. ■



The digital world is pumping up profits for progressive landlords integrating technology in their property management system.

In 2020, buyers, lenders, landlords, realtors, and property managers are taking advantage of benefits that flow from technological advancements. For instance, cloud sharing technologies simplify channels for rental building owners and tenants to communicate. As a result, tenants and property managers can connect digitally and enjoy instant replies by text messages or emails.

It is safe to say that 2020 is the year that technology has been totally plugged into the entire property management industry.

HOW TECHNOLOGY HAS IMPACTED LANDLORDS

- *Landlord communications*
- *Showing vacant properties to prospective tenants*
- *Monitoring maintenance work from start to completion of the project*
- *Accounting systems for rent payments and expenses*
- *Energy conservation*
- *Security systems*

Let's face it, the Gen Z and Millennials comprise 65 percent of renters and they live in a digital world. We know these demographic groups prefer services that run online. Hence, landlords should embrace technology to run their rental business with easy access online. This means digital capabilities from showing an apartment to new tenants, confirming the contract, collecting monthly payments among other aspects in managing rental properties.

When looking to rent an apartment or house, this demographic group prefers to browse through online listings rather than driving around the Niagara Region to view. Tours of places available for rent don't have to be personal showings in 2020.

With today's technology, prospects can take a virtual tour and enjoy a 360-degree viewing of a property, from the safety and comfort of their own location.

TECHNOLOGY TURNS UP PROFITS FOR LANDLORDS

AUTOMATION IN THE RENTAL MARKET

Perhaps one of the most significant market developments in the rental market is the automation in accounting systems for property managers. For example, automation at Extreme Property Managements enables landlords to streamline receivables and payables electronically.

If you are a Niagara rental building owner manually processing every single invoice and rent payment, you're draining tons of precious time. Confirming tenants monthly rent payments and handling the payables for your company's expenses such as insurance, maintenance, taxes, utilities, advertising, and other paperwork burns up valuable hours. Automation is an essential element to maximize profits in the property management industry moving forward.

TECHNOLOGY FOR A CONTACTLESS PROCESS

Rental building owners gain an advantage by enabling tenants to handle the entire rental process online. This process goes from browsing listings, taking a virtual tour, applying to a property, to signing a lease. Keep in mind today's digital technology makes this a contactless process. This technology saves the landlord's time and work load, while creating a competitive advantage to rent a property with no human contact.

Technology in the property management industry is a major market trend being adopted by Extreme clients. If you're a DIY landlord manually processing every invoice and rent payment, that's your valuable time and money going down the drain. It is very time consuming to manually confirm rent payments while handling the paperwork for your own expense payments such as insurance, maintenance, or taxes.

If you own a rental property in Thorold, then the licensing is another time consuming responsibility. When you're ready to save time and money by plugging into automation for your rental property, Extreme is here to help you maximize a return on your investment. ■

EXTREME Property Management Inc.

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Management Information



Houses



Multi-Units



**Condo
Units**

Fees



Houses
\$99* for houses
per month



Apartments
\$99* per unit
per month



Condominium Units
\$99* per condominium
per month

Contract Length



**Our management
contract**
is a one-year
open contract

Day-to-Day Operations



**All aspects of day-to-day
operations** are included under this
contract. Document service, rent increase
notices and meetings with landlord.

Collections



We collect rent payments
on the first of each month.

Invoicing



We deposit all rent payments.
All invoices are sent out separately.

Phone



**We handle all calls,
E-mails and texts.**

Inspection



We arrange an initial
inspection of the property
and meet with the landlord
to discuss direction of
investment prior to a
contract being signed.



Repairs

**Emergencies, repairs
and renovations**

Repairman dispatched and
pictures are taken of the problem.
Landlord is contacted for approval
to make repair(s) over \$250.⁰⁰

www.EXTREMEPropertyManagement.com



Property Management Inc.

EXTREME Property Management

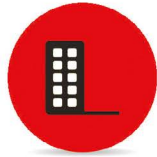
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Rental Proposal



Houses



Multi-Units



Condo Units

1



Our charge is one month's rent plus HST.

2



Minimum one-year lease.

3



No additional charge if tenant remains for subsequent years.

4



Unit will be re-rented without charge if tenant moves for a legitimate reason and provides proper notice.

5



No charge for advertising or credit checks.

6



The property is advertised, when necessary, on multiple Canadian websites.

7



Application to lease is filled out.

8



The appointment to view is scheduled.

9



Credit and references are checked and income is verified, plus, interview is conducted.

10



Successful applicant is notified and last month's rent taken as deposit.

11



Upon moving in, with lease signed, the additional month's rent is collected.

12



Final report with funds is given to the landlord.

All EXTREME service plans are customized to suit each client's needs.

Phone George Cottage for a no-charge initial consultation. 905-328-3141

www.EXTREMEPropertyManagement.com



Property Management Inc.