



KEYSTONE SIGNATURE PROPERTIES

Property Management

Elite Service Benefits Package

Different by Design – Included in your property management plan

✓ Dedicated Property Management Team

We don't just manage properties part-time or on the side - we have licensed realtors and a team dedicated to managing properties. We focus on every aspect of the process and have systems and processes in place to save owners money while increasing value and saving time.

- We manage single family homes, duplex, triplex and quadraplex properties.
- We do not manage apartment complexes, condominium associations, or HOA associations.
- We oversee tenant and landlord responsibilities in the lease agreement.
- We provide an annual market review of each property, both sale and lease, and additional reports at owner's request for the best Return on Investment (ROI) options.

✓ Recognized Leaders in the Industry

Our Broker, Paula Cleveland, serves on the NARPM (National Association of Residential Property Management) Board holding various leadership positions since 2018 and she also sits on multiple Houston Association of Realtor and Texas Realtor Leadership committees. She specializes in residential real estate and property management and has been licensed in Texas since 2003. Our team is constantly training and staying relevant in today's market and the changing legal climate.

✓ Owner Portal with 24 Hour Access to Reports and Information

We provide a dedicated Owner portal to allow you to keep up with various information pertinent to property ownership. Owners can make contributions, review finances and interact with service tickets and maintenance activity.

✓ Highest Standards in Trust Accounting

Keystone Signature Properties has a licensed Certified Public Accountant and bookkeeper on staff. We use professional, highly rated, solid accounting software designed specifically for property management to keep accurate accounting of all income and expenses with real time reporting on a monthly and annual basis.

✓ Monthly Owner Distribution and Detailed Owner Statements

Owner Distribution is completed on a monthly basis and funds are sent electronically to the Owner. In addition, we provide detailed monthly statements which show rental income, expenses, owner contributions, etc. We provide additional explanatory detail, as needed, for special circumstances.

Not just a destination, but a way of life!



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✓ **Year-end Owner Statements for Revenue and Expenses**

We provide year-end statements and a 1099, making tax preparation efficient for our owners.

✓ **Professional Two Step Tenant Screening and Placement**

We start with an initial inhouse review and then use the best in screening services (**Tenant Reports**) with over 25 Years in the industry providing tenant screening solutions with the most accurate tenant reports. We focus on fair housing standards and place the best applicants through our rigorous online application and screening process.

✓ **Professional Pet and Service Animal Screening**

We use PetScreening.com to process our pet and assistance animal screening, adding an additional layer of liability protection by having a standardized process when dealing with household pets and assistance animals. It also helps with assistance animal accommodation request validation through our comprehensive legal and FHA/HUD guideline review process. A Pet Profile with FIDO Score™ is generated based on pet specific information such as breed, pictures, weight, vaccination records, and behaviors.

✓ **Convenient and Thorough Move In and Move Out Procedures**

Coordination of move-in activities establishes an open communication link with tenants. We provide easy and convenient property access along with information to establish utilities and understand their new community amenities and regulations. At the end of tenancy, we provide detailed move out instructions that benefit both the tenant and owner for a smooth transition.

✓ **Secure Rent Payment Options**

Tenants have the ability to pay rent on-line via their Tenant Portal using ACH transactions direct from their bank or via credit card. Each tenant is also provided with a Cash Pay card they can use at various locations to pay their rent by cash.

✓ **Tenant Portal with 24 Hour Access to Information and Service Requests**

We provide an on-line tenant portal for easy access to service requests, documentation, communication, and payment options. In addition, tenants have the ability to download a user friendly app for quick access to their information and to submit service tickets, make payments and contact property management.

✓ **Vetted and Insured Vendors and Contractors**

We continually add vendors and contractors who are licensed when required, have minimum liability insurance, and hold both the management company and owners harmless for injuries while performing duties onsite. We maintain a database of these qualified affiliates to address maintenance, repairs, renovations, and inspections.

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✓ **Efficient Maintenance Service Ticket Processing and Resolution**

We take your property's value seriously. Reserve funds are posted for use in handling required or emergency repairs and maintenance. We make it easy for tenants to reach us and submit repair requests (service tickets). We evaluate each repair request and handle them in a timely and appropriate manner. We determine if the tenant should be responsible for costs and respond according to Texas property code. We obtain competitive bids when necessary and unusual needs arise. We contact our Owners for all repairs over the amount agreed to in the Property Management Agreement. And we disperse funds on behalf of the owner in a timely manner to pay for services rendered at the property. Vendor invoices are made available on-line for Owner access. When a home warranty is in place, covered items will be run through the home warranty company only after an initial determination is made.

If a new property management property is not "rent ready" and needs repairs or updates prior to placing it on the market for rent, KSP will discuss with the Owner potential costs to execute a specific plan.

✓ **Periodic Property Reviews**

Keystone Signature Properties does hands-on property reviews during tenancy, including Move-In, Move-Out, and mid-year. The landlord may request additional property reviews at landlord's expense. All property review reports are available on-line for owner access through the Owner Portal.

✓ **24/7 Emergency Hotline Service**

We provide a 24/7 emergency hotline for property emergencies. This includes after hours, weekends and holiday service to handle these emergencies.

✓ **Make Ready Coordination/Scheduling**

We review each potential property to be managed and do an overview report before accepting any new property. Texas Property Code governs landlord, tenants and properties in the state of Texas and we manage to meet all Texas Property Code condition standards. There are certain items that must be present in a rental home that may not be present in an owner-occupied home. A home may come to KSP in rent-ready condition while other properties may require additional coordination and management time to reach that goal. We develop a plan of action, coordinate service providers to accomplish goals, and oversee/coordinate the completion of items to get the property ready for a tenant.

Examples include installation of proper door locks (or rekeying between tenants), smoke and carbon monoxide detectors, and professional cleaning services. Make ready items to ensure property is ready for tenancy include the following:

- Carpets are professionally cleaned

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- Property is professionally cleaned
- New pleated air filter is installed
- All fixtures have working light bulbs
- Yard is maintained
- Property remains in move in condition to meet health and safety standards
- Property is re-keyed and all security devices are up to code
- Smoke alarms are checked and installed to code

We stay in tune with legal updates that affect your property and inform our owners of changes that affect lease terms and landlord rights.

✓ **Tenant Relations and Retention**

Healthy tenant relationships enhance the opportunity for longer lease terms. We are available to answer questions, respond to calls, texts and emails during regular business hours and can be reached through the 24/7 Emergency Hotline during non-business hours for emergencies. We have an ongoing tenant retention program that includes birthday cards, newsletters and ongoing reminders of weather-related maintenance topics, lease agreement responsibility and renewal reminders and reletting incentives.

✓ **Vacant Property Management with Reduced Fee**

We have a reduced monthly management fee for vacant properties between leases.

✓ **HOA Annual Assessment Payment and Violation Notices**

We pay annual HOA/POA assessments through the Trust account on behalf of our owners. In addition, we handle compliance for any HOA/POA violation notices that may be received. And as needed, we apply for approval of any maintenance items that require prior approval (paint colors, new roof, exterior renovations, etc.)



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A Cut Above – Additional services to make investing less stressful!

✓ **Leasing Services, including Professional Marketing**

We develop and implement a quality marketing plan to show off your property's best features. We employ a multitude of marketing tools to promote your property. We use professional photos to capture key features to promote a quicker lease. And the property goes into the Multiple Listing Service (MLS) to maximize exposure.

✓ **Renovations for Property Improvements**

Many owners are not equipped or available to renovate or address major system and renovation needs. We offer the option to stand in the gap and manage the project: bidding, collecting funds from the owner, overseeing the work and following up on completed projects prior to payout. We maintain ongoing communication with the owner for approval, funding and progress until the project is complete. We secure multiple bids for the work, when needed. We provide before and after pictures for each project which are posted with invoices on-line in your portal for tax purposes and record keeping.

✓ **Insurance and Legal Claim Support**

We can provide information for insurance claims, supporting documentation, property reports and timelines, and can be available to speak with adjustors. We will attend court proceedings and/or retain legal guidance and assistance, as needed.

✓ **Eviction Documentation and Processing, when Necessary**

We send late notices and process tenant related challenges including eviction notices. The local eviction attorneys we work with are both effective and knowledgeable in Texas Property Code, legal notice requirements and the county court that applies to your specific property. We provide all documentation and work directly with all officials for a fair and proper eviction if and when the need arises.

✓ **Comprehensive Preventative Property Maintenance Program**

Each property needs regular maintenance to help ensure consistent operation of various systems and avoid equipment failure. Our system maintenance review highlights items that require attention and we develop a comprehensive plan to address the items. Actual maintenance and repair of these items are at the landlord's expense. The Preventative Maintenance Program and includes:

- System Maintenance Review
- HVAC System
- Roof Inspections
- Plumbing
- Winterization Options

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- Dryer Vent Cleanout
- Routine Maintenance Needs (caulking, appliance checks, exterior, garage doors, fences and gates, pest concerns, etc.)
- Special Systems
 - Pool
 - Septic
 - Water Softener
 - Water Well
 - Sprinklers
 - Other

✓ Utilities/Services Coordination during Vacancy

We set up utility transfers and ongoing maintenance (i.e. pool, lawn, pest, alarm, etc.) for vacant properties. Owner Reserves will be increased to cover monthly average utility/maintenance costs during vacancy.

✓ Real Estate Sales

We are a full-time well-established residential real estate brokerage office providing exceptional services to clients and customers.

- We have a team of seasoned realtors who are experienced in New Construction, Resale, Vacant Land, Farm and Ranch, Investment Properties, Vacation Homes and Senior Living throughout the Houston market.
- We have an extensive database of business affiliates spanning areas of expertise in lending, title, legal, marketing, insurance, home maintenance and more.
- We are members of HAR, TXR and NAR as Realtors and list on the Multiple Listing Service (MLS) in the Houston area and Bryan/College Station to market and sell to all local and national syndicated sites for the best exposure.
- We are a HUD (U.S. Department of Housing and Urban Development) certified broker.