

# QUESTIONS YOU SHOULD ASK OUR COMPETITORS

Can I see my statements and invoices online?

Do you charge a Set Up fee?

Do you charge for phone calls or photo copies?

Do you charge when a property is vacant?

Do you do a 6 month inspection? How?

Do you increase rent every year?



**Do you have your own maintenance division?** This means they are making money from maintenance and they have a limited supply of vendors/handyman to resolve your problem, not good.

**Do you upcharge for maintenance?** If they have/own their own maintenance, they most certainly upcharge on all maintenance.

**Do you show the property to anyone who calls?** This is not good. There should be some due diligence prior to showing your home.

**How long does it take to review and approve an application?** This is key. Tenants need to know an answer fast if they are going to rent your home.

SERVICES	Us	Them	THE DIFFERENCE
24/7 Live Voice Answer	Yes ✓	No ✗	Most property management companies are understaffed, not open 7 days and struggle to return calls.
24/7 Availability	Yes ✓	No ✗	We are available everyday of the week to discuss your property management needs, including weekends.
Professional Advertising	Yes ✓	Rarely	We pay for Professional Photography and have a professional ad displayed on approximately 135 websites. Along with our 24/7 Customer Service, we don't miss a call and we capture every lead.
Dynamic Website	Yes ✓	Not very often	Our Dynamic Website is Mobile friendly, which is a big deal since 40% of tenants and owners search via mobile phone. You can make mobile payments and more on our site.
Lead Tracking	Yes ✓	No ✗	We track every single lead, whether it be via telephone or email. We keep you in the loop with every lead.
Online Application Process	Yes ✓	Sometimes	Fast efficient results! While others take days to verify, we verify the same day with a 6 point check system.
Showing 7 Days a Week	Yes ✓	No ✗	We show your property 7 days a week. No other companies do, which means we rent your property faster.
Pre-Qualify Tenants	Yes ✓	No ✗	We pre-qualify each potential renter to ensure tenant quality and avoid unnecessary traffic through your property.
Thorough Screening Process	Yes ✓	No ✗	Our 6-point check is the most thorough in the industry! Credit, Criminal, Eviction, Rental History, Employment and Income Verification, every time.
Use of Social Media	Yes ✓	No ✗	We continually post relevant information to Google, Twitter, Facebook and more in an effort to easily connect with all of our tenants in the ways they prefer.
Owner Weekly Updates	Yes ✓	No ✗	Weekly updates to owner, tracking calls and showings. Our goal is to aggressively rent the property at top market rates.
Attention to Detail	Yes ✓	No ✗	We literally track everything from all phone calls, to leads, to showings, etc, etc.
Caring Staff	Yes ✓	No ✗	Our staff simply cares. Our goal is to offer the best possible customer service, whether it be Owners, Tenants or Vendors.
Admin. Charges/Fees	No ✗	Yes ✓	We have zero set up charges. In fact, we invest our money in your property first via professional photos, video and more before we collect a dime. No upfront costs to you.
Reduced Maintenance	Yes ✓	No ✗	We answer every call so maintenance requests are handled quickly and efficiently which equals satisfied tenants. Our preventative steps save up to 30% on maintenance. Our no upcharge policy saves you more.
Pre-Maintenance Checks	Yes ✓	No ✗	We run our tenants through a simple pre-maintenance check before calling for service. We save owners up to 30% on their maintenance charges with excellent self evaluating tools to prevent unnecessary charges.
Up-Charging	Never ✗	Often	We don't upcharge for maintenance or anything else. We often get you lower rates due to the volume of work we provide our vendors.
Advanced Technology/ Software	Yes ✓	No ✗	We have invested a substantial amount of money customizing the process, whereas most other property management companies are primarily paper based and reactive, or use out of the box software.
Fast Auto Deposit	Yes ✓	No ✗	We distribute owners/investors funds on or before the 10th of each of each month via ACH Deposit.
On Time Rent	Yes ✓	No ✗	We have a very proactive approach to rent collection which makes our on time rent among the very highest in the industry.
Low Delinquency Rate	Yes ✓	No ✗	We have very low delinquency rates due to our proactive approach, multiple options for tenants to pay rent and our firm collection policy. Tenants may pay online with credit card, via E-check or pay cash with a barcode at 7-11.
On Demand Reporting	Yes ✓	No ✗	We can customize nearly any report to satisfy your requirements.
Competitive Fees/Value	Yes ✓	No ✗	We charge two fees: a Leasing Fee and a Management fee. We also offer Eviction Protection and additional services as required. We offer much more value than any of our competitors.
Eviction Protection	Yes ✓	No ✗	We offer Eviction Protection for \$10/mo. This means if you sign up, we will pay for any Eviction all the way up to a Jury trial. Great value for \$120/year to not have to pay for an Eviction.
Industry Leading Software	Yes ✓	No ✗	We have built proprietary software which helps to proactively manage your property, generate lease renewals, maintenance saving tips and so much more.
Vacancy Charges	No ✗	Yes ✓	We never charge you for a vacant property. Our job is to get it rented. Others charge a vacancy fee.
Vacancy Monitoring	Yes ✓	No ✗	Our systems keep us on track for the owner's goals, vacancy rate and rental price criteria, delivering the highest ROI in the industry.
Annual Rent Increases	Yes ✓	No ✗	Proactive rent increases essentially cover our cost, maximizes both your return on investment (ROI) and your property value.
Video Move In / Move Out	Yes ✓	No ✗	They say a picture is worth a thousand words, we say a video is worth a million. We see no better way to hold someone accountable than video recording before Move In and after Move Out, this virtually eliminates any issues. While our competitors are still hand filling out paper.
Maximize ROI	Yes ✓	No ✗	Our industry leading software and proactive approach to rent collection and minimizing costs help to maximize your ROI like no other.
Green Friendly	Yes ✓	No ✗	Our industry leading software minimizes the impact to the Earth, benefitting all of us.