



THE GKHOUSES PROCESS

Everything you need to know about how we will manage your home and your tenant... from start to finish

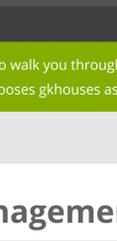
When most people begin looking for a property management company, they don't know a lot about the process of renting out their home. Of course, they want to know what it costs, but they also have questions like:



What will my house rent for each month?



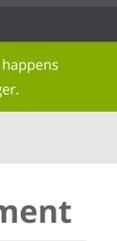
How do you screen tenants?



How long will it take you to rent my home?



What about maintenance?



Who holds my tenant's security deposit?

This document is designed to walk you through - step by step - what happens when a new owner chooses gkhouses as their property manager.



The Management Agreement

We believe it's important that you have options.

Our flat fee and investor pricing plan is designed so you can pay for the services you want, and don't have to pay for the services you don't want - you can simply choose the plan that best fits your needs.



GOLD

Our standard service includes marketing, leasing, rent collection, owner only phone line, statement prep, and owner payments.



PLATINUM

Guaranteed rent even if your tenant doesn't pay, eviction protection, quarterly inspections with reports, and bi-annual HVAC preventative maintenance.



INVESTOR

Reduced fee for multiple houses and all of Gold features.

Want some extras? There are also a lot of great options that you can pick and choose to add to the Gold or Investor plans. Things like...

- Gutter cleaning
- Quarterly Inspections (included in Platinum)
- Eviction Protection Plan - covers the cost of an eviction should this occur (included in Platinum)
- Yard maintenance during vacancy (included in Gold/Platinum)
- HVAC preventative maintenance (included in Platinum)

** Visit our website for detailed pricing information

All of our management packages come with four guarantees for you:

1 A 100% HAPPINESS GUARANTEE
If you're not completely satisfied, you can cancel at anytime without penalties. Just give us 30 days notice.

2 MAINTENANCE GUARANTEE
If one of our staff or vendors works on your house, you have a 12-month quality guarantee. Should something be defective based on our workmanship in the first 12 months from the time of repair, we will make it right with no charge to you.

3 TENANT PERFORMANCE GUARANTEE
Should a tenant that we qualify and place in your home break their lease within the first six months of their lease term, we will replace the tenant and waive the leasing fee.

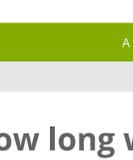
4 21 DAY LEASE GUARANTEE
We will rent your home in 21 days or less to a well qualified tenant, or your first two months of management are free.



Owner Onboarding

Once you choose a pricing package, sign a management agreement, and set us up with access to your home, we will schedule one of our property managers to complete what we call a Walk-through Inspection.

This inspection will come back to you and let us know if your home is 'rent ready,' or if there is work on your home needed before we can put it on the rental market. If there is work that needs to be completed, it will fall into one of two buckets - required or recommended.



REQUIRED

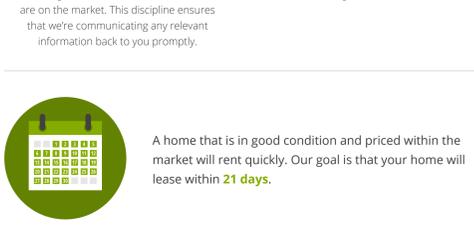
These are items that must be completed before we can show the home. These items mostly have to do with the health and safety of your future tenant.



RECOMMENDED

These are items the property manager suggests repairing because they may help us rent your house faster or for more money.

Once your home is 'rent ready,' we begin aggressively marketing to prospective tenants. We advertise your home on our website as well as all of the popular sites, such as:



Our goal is to produce as many showings on your house as possible. When we drive traffic to your home, we expect applications to follow.



Tenant Screening

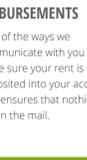
Our three step underwriting process ensures we find the perfect tenant for your home. Here are the steps:



1 TransUnion's Proprietary 'Rental Score' - often more reliable than a simple credit check.



2 We verify your prospective tenant's income. The income to rent must meet or exceed 3 to 1.



3 And finally, we run a criminal background check, declining when we see them as a threat to the house or the people in the neighbourhood.

A question we hear often is...



How long will it take you to rent your home?

Two things affect your home's time on the rental market - price and product.



PRICE

Determining market price for your home is critical. Priced too high and your competition down the road or in a similar neighborhood with market pricing will leave their home before yours every time. Our leasing department will work with you to determine the right price for your home. Also, each week you will receive marketing statistics with showing and application information. Our marketing team also has a weekly meeting to discuss all of the homes that are on the market. This discipline ensures that we're communicating any relevant information back to you promptly.



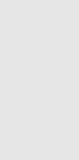
PRODUCT

Your product is your home. If you are content cutting some corners that save on cost, that's fine. Just understand that it could cause your home to be passed over by some great tenants. If your home is competing against a similar one down the road, it needs to be in good shape and look well cared for.

We will rent your home in 21 days or less to a well qualified tenant, or your first two months of management are free.

A home that is in good condition and priced within the market will rent quickly. Our goal is that your home will lease within 21 days.

Now that your tenant has moved into your home, what can you expect?



Owner Communication

Communication builds trust and is something that we work extremely hard to excel in every day.

There are several ways that we will communicate with you once your tenant is placed.

OWNER ONLY PHONE LINE
We want to make sure your questions are answered and that we can discuss different issues that may arise. We have an 'owner only' phone line that is piped through to our Operations Department. The Operations Department is our communication hub for property managers, maintenance, and our leasing department.

SUPPORT EMAIL
Support email is an efficient way of communicating with owners and allows us to keep a record of the conversation so that we can refer back if needed. It also gives you only one point of contact while allowing our team to find the best person to answer your question.

MONTHLY STATEMENTS
These reports will give you a breakdown of the financial activity that occurred in the past 30 days. The statement will include rent collection, management fees, and any maintenance items that might have been taken care of for your home.

OWNER PORTAL
You can log on anytime you like to find your previous months statements.

PROPERTY INSPECTIONS
If your plan includes quarterly inspections, you will receive reports each quarter with pictures of the inside of your home, as well as the filters that have been changed.

DISBURSEMENTS
One of the ways we communicate with you is to make sure your rent is directly deposited into your account. This ensures that nothing is lost in the mail.

Tenant Communication

Once we move a tenant in your home, our communication with them begins almost immediately.

Here are some of the ways we communicate with your tenant:

MONTHLY STATEMENTS
We believe that most people are used to getting a statement when a monthly obligation is due. So, we send your tenant a statement each month that rent is due.

SUPPORT EMAIL
We like to keep a written record of tenant communication, so we ask all of our tenants to correspond via email.

COLLECTIONS
If your tenant does not pay when rent is due, we begin the process of reaching out to them via phone calls and emails. Our goal is to make contact, understand why their rent is late, and to make arrangements for the payment of your rent.

TENANT PORTAL
Tenant's can access their portal to set up automatic payments and see a rent payment history.

SERVICE REQUIREMENTS
We give your tenant 24/7 access to call in a service request. We want to make sure they're handled in an efficient and timely manner.

TEXT AND PHONE CALLS
Sometimes we need to deliver important information to your tenants, and so text or a phone call is an efficient way to communicate.

Maintenance

It's important that you understand how maintenance is handled for your home.

There are three main components to the maintenance piece:

MAINTENANCE RESERVE
We require each owner to have a \$500 maintenance reserve in their account for occasions when items must be addressed for your tenant. If you have more than five houses, we require \$100 per home.

TENANT RELATED DAMAGE
If we see that an issue was caused by tenant negligence, then we will bill the tenant for the work. An example of this would be a plumbing call that was caused by a child putting toys down the toilet!

BELOW \$500

When your tenant reaches out to gkhouses with a maintenance issue that is less than \$500, we will go ahead and dispatch a maintenance worker or vendor to handle the issue for the tenant. You will see that reflected on your monthly statement with a copy of the invoice that was paid.

MAINTENANCE CALLS

ABOVE \$500

When your tenant reaches out to gkhouses with a maintenance issue we believe to be more than \$500, we will contact you to discuss the situation. This allows you the opportunity to hear more about the situation and discuss the solution and next steps.

The Turn

When your tenant turns in their 30 day notice we get ready for what we call 'the turn'.

FOR RENT
Our goal during this period is to get your home back on the market with another great tenant as soon as possible. In some areas we can begin marketing the home as soon as the tenant turns in their notice. In other areas, it's best to wait until the tenant has moved out and the home is move-in ready.

INSPECTION
Once the tenant moves out of your home, we collect the keys and one of our property managers will perform a 'move out' walk-through. They will complete the inspection and will send that report to you. Included in the report will be pictures and an estimate (if needed) of work needed to be complete before we can market your home for rent again.

REPAIR COSTS
The 'move out' walk-through also gives our property manager opportunity to assess if there has been any damage to the house we would consider beyond 'normal wear and tear'. If so, we will charge the tenant's security deposit for the estimated cost to repair the damage.

We hope this document has helped answer questions you may have had about what it's like to work with gkhouses. If you have any questions about our services or you would like to speak with someone about your home, reach out to us at www.gkhouses.com.

