



### Leasing Fee / Tenant Placement

New Tenant Placement – one month's rent

### Lease Renewal

\$200

### Maintenance Repair

10% Markup in the Services.

### Management Fee

Newbie (1-2 Units) 8% of collected rent or \$85 a month, whichever is greater.

Advanced (3-5 Units) 7% of collected rent or \$85 a month, whichever is greater.

Pro (6 or more Units) 6% of collected rent or \$85 a month, whichever is greater.

### Onboarding process

Consultation with a manager to review your needs, property, and investment strategy | Review and sign the Management agreement | Provide a \$250 reserve payment per property and onboarding fee | Initial condition report- We will prepare a detailed report about your property and propose a property management plan according to our findings and your needs | Document collection- We will review and collect all of the documents required for property management and determine if anything is missing according to local City ordinances |

All tenants will receive a welcome letter and will be invited to join a tenant-facing portal to help facilitate information requests, report maintenance issues, and submit rent payments |

### Owners distribution (payments to owners)

Electronic disbursement of proceeds will be sent to the owner(s) on the 15<sup>th</sup> day of each month, provided that it falls on a business day . If it doesn't, the payment will be sent the following business day | Electronic monthly statements will be provided which will detail all income and expenses for your properties | Late fees if any collected, held by TrustArt Realty to offset our administrative and collection expenses

### Repairs and Maintenance

Repair and maintenance requests can be made via phone, tenant/owner portal, email and text | We will provide a 24/7 hot line for emergency maintenance requests for tenants | Owner approval will be required for any non-emergency repairs which are quoted over \$500 in maintenance expense. All emergency maintenance will be performed without prior owner approval | Tenant will be required to pay a security deposit on the date of move-in, which will be held by the property management escrow account until the end of the lease. If tenant caused any damaged to the rental unit, the cost of repairs may be deducted out of their security deposit at move-out |

### Marketing and Technology

An owner's online portal will be created and instructions along with access credentials will be provided. Applicable for Tenants and Vendors as well | Electronic payments | Quality pictures, video tours and professional listing descriptions. Listing on all popular rental platforms included but not limited to Zillow, Trulia, Hotpads, Apartments.com | Rental listing can be uploaded to MLS for additional fee | Electronic tenant screening. ID and residence history verification, landlord interviews, employment, income verification, criminal and eviction history | Electronic signature available for documents and forms. Lease can be executed completely virtually |

## Fair & Transparent Pricing With No Hidden Fees

Property Marketing	
Custom Rental Analysis	<input checked="" type="checkbox"/>
Make-Ready Project Management – we oversee	<input checked="" type="checkbox"/>
High-Quality Property Photos	<input checked="" type="checkbox"/>
Premium Marketing Package	<input checked="" type="checkbox"/>
Video Virtual Tour	<input checked="" type="checkbox"/>
Video Walk-Thru Tour	<input checked="" type="checkbox"/>
Live Agent Phone Service	<input checked="" type="checkbox"/>
Applicant Screening	<input checked="" type="checkbox"/>
Pet Screening	<input checked="" type="checkbox"/>
Lease Preparation & Signing	<input checked="" type="checkbox"/>
Move-in Condition Documentation	<input checked="" type="checkbox"/>
Move-in Coordination	<input checked="" type="checkbox"/>
Property Management	
Property onboarding/set up fee (up to 4 units)	\$99
Property onboarding/ set up (over 4 units)	Custom price
Property onboarding/ set up with pre-existing tenants (up to 4 units)	\$199
Re-key (lock replacement)	Market rate
24/7 Resident Maintenance Service	<input checked="" type="checkbox"/>
Maintenance Coordination	10% coordination fee
Lease Enforcement	<input checked="" type="checkbox"/>
Annual Property Condition Report	\$125
Eviction Services (overseeing process)	<input checked="" type="checkbox"/>

Property Management	
Rent Collection	<input checked="" type="checkbox"/>
Monthly Reporting	<input checked="" type="checkbox"/>
ACH Owner Payments	<input checked="" type="checkbox"/>
Year-End Tax Forms and Statements	<input checked="" type="checkbox"/>
Lease Renewal	\$200
Security Deposit Disposition at Move Out	<input checked="" type="checkbox"/>
GUARANTEES	
<b>Tenant Placement Guarantee</b> – if we place a tenant and they break the lease during first 12 month we will re-lease the unit for free.	<input checked="" type="checkbox"/>
<b>Eviction Guarantee</b> – if we place a tenant and need to file for eviction during first 12 month of tenancy we will re-lease the unit for free.	<input checked="" type="checkbox"/>
<b>Rent Deposit Guarantee</b> – we know you want your money fast! So we ACH deposit your funds into your bank account.	<input checked="" type="checkbox"/>
<b>Management Fee Guarantee</b> – we do not charge management fee while your property is vacant and collect the management fee only when we collect rent.	<input checked="" type="checkbox"/>
<b>Leasing Fee Guarantee</b> – you do not pay leasing fee until we have lease signed and money received from the tenant.	<input checked="" type="checkbox"/>
<b>Satisfaction Guarantee</b> – if you are not satisfied with our services we will not charge any contract termination fees.	<input checked="" type="checkbox"/>
Additional Services	
Additional Property Condition Report	\$125 per unit
Eviction Protection Plan (covers up to \$700 towards legal fees)	\$20 per month
Pest Assurance Plan	\$20 per month
HVAC filters delivery (delivered every 3 month to your tenant)	\$13 per month
Meet inspector/appraiser/agent at the property/utility company (or other unrelated business)	\$85 per hour
All new properties will be re-keyed at owner's expense. (TrustArt Realty will not provide keys to the owner until the unit is vacant)	Market rate
*Additional fees may apply to services not listed	

Prices and fees are subject to change at any time

<b>Tenants paid fees (all fees are collected and retained by TrustArt Realty)</b>	
Application fees	
Pet Screening Fees (collected and retained by pet screening service)	
One-time pet fee	
Late fees	
Early lease termination fee (fee split 50% between owner and TrustArt Realty)	Two month's rent
TrustArt Realty reserves the right to charge additional fees to tenants for additional services provided to tenants directly.	
<b>Tenant paid fees (transferred to owner)</b>	
Monthly pet fee (if pets are accepted and present)	Depends on the pet score application
Early lease termination fee (fee split 50% between owner and TrustArt Realty)	Two month's rent
Utility fee	As per agreement
<b>Owner terminating agreement while a unit listing is active</b>	
One-time charge if TrustArt Realty has started marketing the Property, and Owner terminates prior to leasing	\$650 per unit

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