



KEYSTONE SIGNATURE PROPERTIES

Property Management

Elite Service Benefits Package

Different by Design – Included in your property management plan	
<ul style="list-style-type: none"> ✓ Dedicated Property Manager ✓ Recognized Leaders in the Industry ✓ Owner Portal with 24 Hour Access to Reports and Information ✓ Highest Standards in Trust Accounting ✓ Security Deposit Accountability ✓ Monthly Owner Distribution and Statements ✓ Year-end Owner Statements for Revenue and Expenses ✓ Professional Tenant Screening and Placement ✓ Professional Pet and Service Animal Screening ✓ Convenient and Thorough Move In and Move Out Procedures ✓ Secure Rent Payment Options ✓ Tenant Portal for Reports, Information & Service Requests ✓ Quality Vendors and Contractors ✓ Efficient Maintenance Issue Processing and Resolution ✓ Periodic Property Reviews ✓ 24/7 Emergency Hotline Service ✓ Make Ready per Texas Property Code Standards ✓ Tenant Relations and Retention ✓ Reduced Management Fee when Vacant ✓ Eviction Documentation and Processing, when Necessary 	10% of Rent
A Cut Above – Additional services to make investing less stressful!	
<ul style="list-style-type: none"> ✓ Leasing Services, including Professional Marketing ✓ Renovations for Property Improvements/Asset Value ✓ Insurance and Legal Claim Support ✓ Annual Property Maintenance Program ✓ Utilities during Vacancy ✓ Real Estate Sales 	Per Property Management Agreement

Not just a destination, but a way of life!



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✓ **Dedicated Property Manager**

We don't just manage properties part time or on the side - we have a licensed realtor 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 enforce all provisions of the lease agreement.
- We provide an annual snapshot review of property market analysis, 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, is the NARPM (National Association of Residential Property Management) Houston Chapter President 2020/2021 and she also sits on multiple Houston Association of Realtor council committees. She specializes in residential real estate and property management and has been licensed in Texas since 2003. We constantly train and stay 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 finances and maintenance. Owner contributions toward reserves can be made on-line through the portal.

✓ **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.

✓ **Security Deposit Accountability**

Per Texas Property code and national accounting requirements, Keystone Signature Properties holds all security deposits in trust and accounts for all move-out accounting to tenants and the owner. We provide security deposit refunds at the end of tenancy, minus any deductions according to the lease agreement.

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✓ **Monthly Owner Distribution and Statements**

Owner Distribution is completely on a monthly basis and funds are sent electronically to the Owner. In addition, we provide detailed monthly statements through our secure on-line Owner Portal which shows rental income and expenses.

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

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

✓ **Professional Tenant Screening and Placement**

We start with 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 service 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 services includes providing tenants with Landlord Rules and Regulations and Tenant FAQs, distribution of keys and remotes, mail service, specific property details, utility and local community information and review of tenant responsibilities. KSP requires all tenants to abide by the following: all properties must adhere to Texas Property Code standards, all properties are non-smoking, Renter's Insurance is required and HVAC filters must be replaced monthly. We offer tenants an air filter replacement program at no cost to the Owner. 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 for Reports, Information & Service Requests**

We provide an on-line tenant portal for easy access to service requests, documentation, communication, and payment options.

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✓ **Quality Vendors and Contractors**

We require all vendors and contractors to be licensed when required, have 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.

✓ **Efficient Maintenance Issue Processing and Resolution**

We take your property value seriously. We ask our Owners to post a reserve of funds for use in handling 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, including Move-in, Move-out, and during tenancy between 5-7 months. All property review reports are available on-line for owner access through the Owner Portal.

At Move-in, we are ensuring functionality of the property as well as adherence to Texas Property Code requirements. At Move-out, the review may reveal a number of items in need of attention to restore the property to tenant-ready condition. We will develop a plan of action, put together an estimated budget, and contact the owner to discuss next steps.

✓ **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. We are in contact with our emergency hotline to understand and authorize services when needed.

✓ **Make Ready per Texas Property Code Standards**

We review each potential property to be managed and do an overview report before accepting any new property. Texas Property Code controls the operation of a rental home in the state of Texas and we require each property we manage to meet all Texas Property Code condition standards as it relates to safety and security for all occupants/tenants. There are certain items that must be present in a rental home that may not be present in an owner-occupied home.

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A home may come to KSP in tenant 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
- 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 a welcome gift with special treats, birthday cards, quarterly newsletters and ongoing reminders of weather-related maintenance topics, lease renewal reminders and reletting incentives.

✓ **Reduced Management Fee when Vacant**

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

✓ **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.



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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/Asset Value**

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 will provide information for insurance claim forms and can be available to speak with adjustors. We will attend court proceedings and/or retain legal guidance and assistance, as needed.

✓ **Annual Property Maintenance Program**

Each property needs regular maintenance to help ensure consistent operation of various systems. We offer annual mechanical system reviews and servicing. Systems include A/C and heating, drain lines, air filter program, pool services, winterization process for vacant properties including sprinklers and exterior water faucets, as well as pest service plans. We update our maintenance programs as needed.

✓ **Utilities 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.

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✓ Real Estate Sales

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

- We hold licenses for seasoned agents 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, TAR and NAR as Realtors and list on the Multiple Listing Service (MLS) 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.