



*One family, many roofs*

# Owner Guidebook



# Welcome

A thank you from our CEO.

On behalf of myself and all of us at United Properties, I want to thank you for trusting us with the management of your property.

United Properties is a family-owned business that started in 2005 with the goal of providing honest and transparent property management in the West Michigan area.

As a Grand Rapids native, I have a deep passion for our community, its history, and its real estate. I was raised by a serial entrepreneur and investor, and at a young age, I learned the value of hard work and the importance of a strong team with the same vision.

As an investor myself, I encourage our team from the top down to involve themselves in real estate investing as well, giving our employees an investor mindset as they help with the management of your properties.

Please take the time to review this manual, which we hope will allow you to learn a little about our company, its processes, and what to expect along the way.

We look forward to a long and successful business relationship with you!



Tim Vandentoorn, CEO

## Contact Us

We encourage you to reach out to us if you have any questions or concerns about your account or the information contained in this guidebook.

### General Office Information

Mailing Address	1348 Front Ave NW Grand Rapids, MI 49504
Office Phone Number	(616) 965-2300
Fax Number	(616) 965-2310
E-Mail	info@rentupm.com
Website	www.rentupm.com

### Office Hours

Monday – Friday	12:30 pm - 5:00 pm Mornings by Appointment
-----------------	---

# Table of Contents

## **United Properties Guarantees** ..... Page One

Leasing Guarantee  
Pet Damage Guarantee  
Trust Guarantee

## **Owner Expectations** ..... Page Two

Communication  
Responsibilities

## **Leasing Department** ..... Page Three

Marketing & Leasing  
Applications  
Tenant Relations  
Collections & Evictions

## **Service Department** ..... Page Three

Day-to-Day Service  
Rent Ready  
Inspections

## **Owner Tools & Resources** ..... Page Six

Financials  
Owner's Portal  
Additional Protections  
Still Have Questions?



# United Properties Guarantees

## Leasing Guarantee

You trust us to find the perfect tenant for your property. Circumstances outside of our control may lead tenants to leaving mid-lease. In these cases, don't fret! United Properties will find and place a new tenant at no additional cost to you if within the initial lease term.

## Pet Damage Guarantee

Allowing pets in the property is a major draw for tenants; however, pets have a tendency to cause damage to walls, carpet, and more. We don't want this stress to fall on you, so United Properties will pay for damages caused by approved pets that exceeds the tenant's security deposit up to \$1,500.

This way, you can feel comfortable allowing pets, which will help increase the number of tenants interested in your property.

## Trust Guarantee

Trust is key. United Properties is a family-owned business and has been a top provider in the field since it opened its doors in 2005, building a strong reputation based on trust, transparency, and healthy client relations.

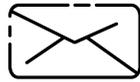
You can trust that we've got your back and that we will always be here, year after year.





## Owner Expectations

### Communication



United Properties commits to timely and clear communication, and our hope is that you do the same.

Any time there are significant changes or updates that affect your property or account, please let us know as soon as possible so we can take the necessary steps on our end.

Examples of things to communicate with us:

- You're moving (address change)
- Changes to your contact information
- SSN or Tax ID changes
- Issues with your owner account
- Changes to bank accounts

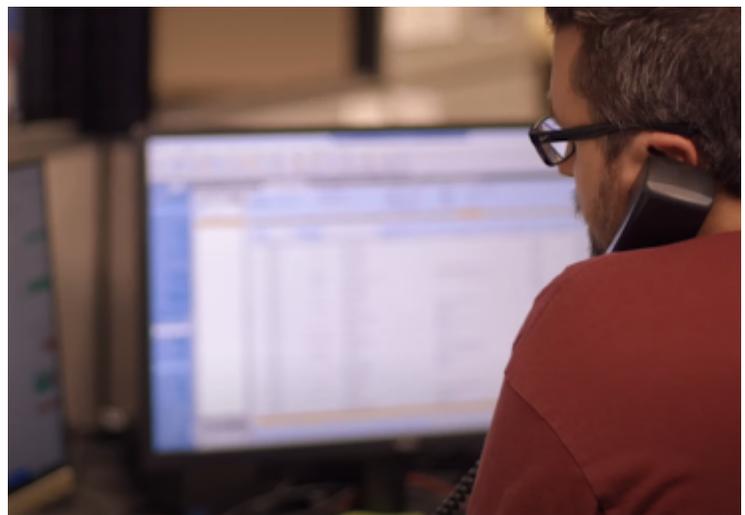
The best way to contact us is by email, if possible. After you email, please allow up 24 hours for the appropriate team member to respond.

If you call our office and aren't able to connect with a member of our team, please leave a voicemail so that the appropriate team member can review and get back to you within 24 hours.

## Responsibilities

To be successful, some aspects of the business relationship need to go both ways. Some of your responsibilities as a property owner include:

- Providing United Properties with accurate information.
- Review monthly statements.
- Maintain current insurance policies.
- Notify United Properties of ownership changes or management changes at least 30 days in advance.
- Review inspection reports as they are received.
- For full service management, please allow United Properties to be the main point of contact for your property, trusting that United Properties is making the best choices and decisions for you and your property.
- Maintain low stress levels as you sit back, relax, and let United Properties take care of you and your property!



## Leasing Department

You can be at ease knowing that United Properties has a comprehensive leasing department, complete with several sub-teams led by subject experts.

### Sub-teams include:

- Applications
- Tenant relations
- Collections/accounts receivable

## Marketing & Leasing

United Properties' goal is to get the most qualified tenant into your home as quickly as possible to reduce the length of vacancy for your property.

Once the Rent Ready team receives an approved estimate, they will send a timeline for the scope of work to our Leasing team. With that information in hand, our Leasing team will begin pre-marketing your property.

United Properties lists on the following websites:

- [www.rentupm.com](http://www.rentupm.com)
- Up to 50 other rental listing sites!

With our enhanced marketing option, we will also list on Zillow, Trulia, and HotPads which is now part of a pay-to-use "family" of websites.



View pricing options here!

## Applications

We have a dedicated team to process all of the applications we receive to verify all information.

To ensure the safety and integrity of your home, our applications team does the following:

- Calculates the prospective tenant's income
- Conducts an employer verification
- Conducts a previous landlord verification
- Reviews the background check for criminal activity, past-due bills, credit score, etc.

## Tenant Relations

If there's a disgruntled tenant, who are they going to call? Tenant Relations!

Our Tenant Relations team is dedicated to keeping your tenants happy to encourage them to stay in your property for many years.

The Tenant Relations team also reaches out to tenants to handle any violations or potential violations to keep your property safe.

## Collections & Evictions

In the event that a tenant fails to pay their rent on-time, our Collections department is there to send them reminders. With a 98% collection rate, the Collections team helps to ensure that your rental income is getting to you in a timely manner.

While United does everything we can to solicit payment from the tenant, there may be a time when a tenant doesn't pay. Please see Page 7 for information on our Eviction Shield to help protect you against these circumstances.

## Service Department

Our Service department is a dedicated in-house team of professionals to handle all maintenance aspects of managing your property including:

- Day-to-day maintenance
- Rent Ready
- City Certification
- In-house inspections
- Emergency after-hours

## Day-to-Day Service

United Properties will handle all of the day-to day maintenance needs for your property including standard repairs, pest control, and after-hours calls.

If a tenant reports an issue at the property, a Service Coordinator will create a work order to assign a technician and schedule the repair.

If the tenant is determined to be responsible for a repair, they will be billed for the costs associated with that work order. Once paid, it will be reimbursed back to you.

Our team is also equipped to facilitate larger capital improvement projects, including windows, roofing, siding, and more!



## Rent Ready

The Rent Ready team is responsible for all unit turnovers. When your property goes to Rent Ready, the following will happen:

- A Rent Ready technician will perform an inspection
- An estimate is prepared and sent to you with required and recommended items to bring your unit to code requirements and United standards
- Repair work will begin once the estimate is approved
- A timeline is sent to the Leasing department so your property can be pre-marketed



***Outsourcing maintenance can be costly and time-consuming, which is why United Properties offers 24/7/365 maintenance coordination and in-house service technicians to help keep costs low and your property performing at its best.***



# Inspections

## In-House

Conducting bi-annual inspections is one of the best proactive approaches for catching issues like tenants causing damage or damage that tenants haven't yet reported to us.

United Properties aims to complete the following inspections:

- Bi-annual inspections: Conducted twice each year to document the condition of the property, proactively catch potential concerns, and help determine the tenant's eligibility for renewal.

**Optional:** Quarterly inspections, which allow us to get eyes on the property more frequently. This is a great option for properties more prone to maintenance concerns or to monitor landscaping concerns throughout the year.

- Move-in inspections: Conducted approximately 2 days before a tenant moves in to extensively document the condition of the home.
- Rent Ready inspections: Conducted once a tenant moves out to document the condition of the home and to determine the necessary and recommend repairs for returning the unit to a rent-ready condition. This inspection is used along with the Move-in inspection to determine tenant damages.



## City Certification

The requirements for a property to become a rental property vary by city and township, but in most cases, the property needs to go through a certification process with the city.

United Properties helps initiate and coordinate this entire process for you, which involves the following :

- All tenant scheduling coordination.
- Scheduling the initial inspection with the city.
- Attending the initial inspection with the city-appointed code compliance inspector.
- Completing required repairs, if any, within the given deadline.

**Note:** The city typically allows 10-14 business days for all repairs to be completed.

- Scheduling and attending the re-inspection with the city-appointed code compliance inspector.
- Seeking the longest certification length that the property is eligible for. The most common certification lengths include:
  - 2 years
  - 4 years
  - 6 years

Certification length is determined by factors such as when the property was last sold/purchased, how long it's been a rental for, how many repairs were required, and if everything was completed within the given deadline.



## Owner's Portal

Your Owner's Portal is a valuable resource that allows you to see an overview of your portfolio from one place to gain beneficial insights.

Some things you can do from your Owner's Portal include:

- Easily make contributions
- Receive important property updates
- Receive invoices
- View photos of your property
- View essential reports
- View maintenance work orders and quote approval requests

The Owner's Portal includes live access that is updated by the minute so you never miss any important details!

## Owner Tools & Resources

### Financials

United Properties is fully committed to transparency, so we send several reports throughout the month to give you the tools needed to track the expenses associated with your property. The reports we send include:

- Cash Flow 12-Month Recap
- Monthly Owner Statement
- Rent Roll Analysis (As Requested)

In addition to these reports, we send you monthly distributions to help get you your money sooner. With this setup, you are far more likely to receive your income in the same month it was paid!

#### Distribution Schedule:

Available funds above the reserve commitment\* will be distributed before the 10th of the month.

- Funds collected after the initial distribution will be sent the following month.

*\*Note: a reserve commitment is a pre-determined amount held to cover occasional costs outside of regular management fees.*



***To allow you to be as hands-off as you'd like and to help save you time, United Properties handles all utility coordination and transfers, including at on-boarding, during tenancy, and during vacancy.***



## Additional Protections

### Rent Shield

Do you want the security of knowing that you will receive the FULL rental payment amount regardless of if the tenant has paid rent at the beginning of the month? If so, this program may be for you!

For clients enrolled in the Rent Shield, United Properties will pay you for the amount of unpaid rent up to, but not exceeding, the equivalent of two month's rent as specified in the existing tenant lease agreement.



### Eviction Shield

This program was developed in response to concerns expressed by our clients over the rising costs of evictions. This cost-effective program protects owners from the high cost and the time-consuming headaches that come with evicting a tenant.

Not covered by the Eviction Shield include:

- Jury trials
- Lost rent
- Property damage



## Still Have Questions?

Don't fret! United Properties has a dedicated Client Relations team who can help field any additional questions or concerns you may have.

Feel free to reach out!

### David Klein

**Director of Client Relations & Business Development**

📞 (616) 965-2305, ext. 305

✉️ david@rentupm.com



# United Core Values



**Responsibility**



**Reasonable**



**Relational**



**Refinement**