Guarantees on Performance\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7 Performance Guarantees

1. **Response Guarantee:** If you call and we don’t respond to you via phone or email within 24 business hours or less we will waive that month’s management fee
2. **Our Fee Guarantee:** If you find a lower fee we will match it and give another 5% off the monthly management fee
3. **Resident Guarantee:** We will pay for the eviction, attorney and court cost if resident defaults for any reason for life of resident. Our eviction rate is less than 1% on 10,000 properties rented.
4. **Rent Processing Guarantee:** If we don’t mail your rent within 5 business days of receipt of the rent we will waive our management free for that month
5. **Marketing Guarantee:** We will call you each week when your property is up for rent or we will waive our management fee when the property rents. In addition, we will email out to over 7000 of our past, current, and prospective clients so your property rents faster.
6. **No Mark Up On Maintenance Guarantee:** We not only guarantee that we will never make a mark up on repairs but we also have set pricing that our vendors must agree to so we keep your maintenance cost low. We will pay for the repair if we ever make a profit on maintenance, that’s how serious we are about keeping your maintenance cost in check.
7. **Inspections Guarantee with Photo:** We will do an exterior inspection every month and take a picture of the front of the property so you can view on your portal and in addition we will do an annual inspection with multiple photos or we will waive our management fee that month.

 What we’re really **selling is a lifestyle** where you get **a hassle free experience** and **the peace of knowing your property and resident are taken care** of which I’m sure is important to you right?