Objections\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why They Did Not Schedule an Appointment

**Objection**: We are shopping management companies, researching and gathering information.

**Response**:  We encourage that so you can see the depth of our services compared to our competition.  By the way when do you think you would be making a decision approximately?

**Objection**: We are awaiting an event (such as close of escrow on a property either to move to or to rent out, job relocation). An uncertain future.

**Response**: We can really use this time to get everything set up and ready to go. Let me ask you a question. Are you in a position to where you can make double payments on your property when you move for out for 3-4 months?

Once they say no..... I would suggest this then that we do all the preliminary things such as seeing what the rent rate would be, inspect your property, take care of all the paperwork without you being obligated unless your deals goes through, does that seem fair enough?

**Objection**: In shopping management companies, we found your fees to be more expensive. Includes price, upfront cost and placement fee.

**Response**: I can appreciate that, however, the reality is that the services you receive from us are worth more that the prices we charge for them. By the way, we do offer the same services for the same fees, should you elect to go that direction...............

**Objection**: Maintenance we want to do our own maintenance

**Response**: I understand how you feel and other owners/Landlords have felt the same way, let me share with how what we found.

We used to allow owners to do the maintenance in between residents/residents as it seems to make sense but here is what we found. We have no control over your schedule or your repairman’s schedule; we have no idea if they are licensed and insured, plus the amount of time to complete a repair is 3-4 times longer. Residents/Residents, when they don’t get timely service, move at the end of their lease, after only one year, creating double mortgage payments for the owner and rehab costs of $2500 and up until it gets re rented again which can occur every year, if untimely service persists.  So what we did was we took 2 years, at our expense, to create a maintenance price list that requires our repairman to agree to our price list not theirs one year in advance to protect you the owner. This ensures the owner to receive a quality repair at a competitive price and on the other hand timely service to the resident/resident who end up staying for years....... *By the way*

**Objection**: We only need resident placement.

**Response**: Let me ask you a question. If you could get full management services for one year, inspections for your property every month and we would agree to pay for the eviction (if the Resident/resident defaults)-for the same price, would you consider full service management?

**Objection**: I am not ready for you to come out to the property because I am doing the rehab on it currently.

**Response**: Getting a property ready, before we show the property, is always a good idea when you only have one property for rent, in fact it’s essential. However, when you have multiple properties for rent, like we do, which are very similar, we are able to use the same strategy as developer’s who sell new homes. They normally have 3 model homes which they use to show a buyer what the home can look like when it is completed, but for now they are buying vacant lot. We do the same thing, basically by showing other properties similar to yours that have already been rehabbed, professionally cleaned and rented, but waiting for the new resident to move in. This way, prospective residents can make a decision to rent your home knowing that it will be to the same standard of condition. In addition, we could save you $1000 to $2000 in rent by reducing the amount of days your home stays vacant. Wouldn’t you agree that this strategy would work for you and put a couple thousand in your pocket? ....by the way

Why They Did Not Sign an Agreement, When at the Property

**Objection:** We reviewed the information; we just wanted you to look at the property but not sure if we are ready to sign.

**Response**: What would be your reservation in moving ahead with us or with any company? Are you looking at the possibility of managing it yourself?

**Objection:** I want to do my own maintenance and your company doesn’t allow me to do that while it’s occupied.

**Response**: I understand how you feel and other owners/Landlords have felt the same way, let me share with how what we found.

We used to allow owners to do the maintenance in between residents/residents as it seems to make sense but here is what we found. We have no control over your schedule or your repairman’s schedule; we have no idea if they are licensed and insured, plus the amount of time to complete a repair is 3-4 times longer. Residents/Residents, when they don’t get timely service, move at the end of their lease, after only one year, creating double mortgage payments for the owner and rehab costs of $2500 and up until it gets re rented again which can occur every year, if untimely service persists.  So what we did was we took 2 years, at our expense, to create a maintenance price list that requires our repairman to agree to our price list not theirs one year in advance to protect you the owner. This ensures the owner to receive a quality repair at a competitive price and on the other hand timely service to the resident/resident who end up staying for years....... *By the way*

**Objection:** I want to have a say in who is qualified for my property. The number of family members, the type of demographic that move in to my home, reviewing multiple applications to determine who is better qualified.

**Response**: It’s only natural to feel that way, I would feel the same way. But what we found was a number of things, by managing thousands of homes. A number of prospective residents are lost; in the time it takes to get a hold of each owner regarding each resident we’re considering. Second, 99% of the owners always went with our recommendation. Thirdly, we backed up our ability to make the right decision by paying for the eviction, court cost and attorney fees (not the owner) if the resident ever defaults....... by the way.

**Objection:** The condition the home is not up to our standards and they are not willing to put the money into the home to bring it up to our standards. (Carpet needing to be replaced, fix the habitability issues)

**Response**: It’s only natural to feel this way. Most of us think of a resident just as a resident, but the reality is, after leasing and managing over 10,000 homes in 30 years…

Residents as we call them, not tenants, are customers and customers, just like you and I, are only willing to pay top dollar (in this case, rent), if they see the value in it.  The resident/residents set the market standards, we just bring it to you and if we don’t position your property correctly, it will sit vacant month after month and we know you certainly don’t want that, do you?.......  *By the way*