



New Property Accounts Manual

MANAGEMENT ONE LICENSED OPERATING SYSTEMS
KNOWLEDGE BASED MANUAL

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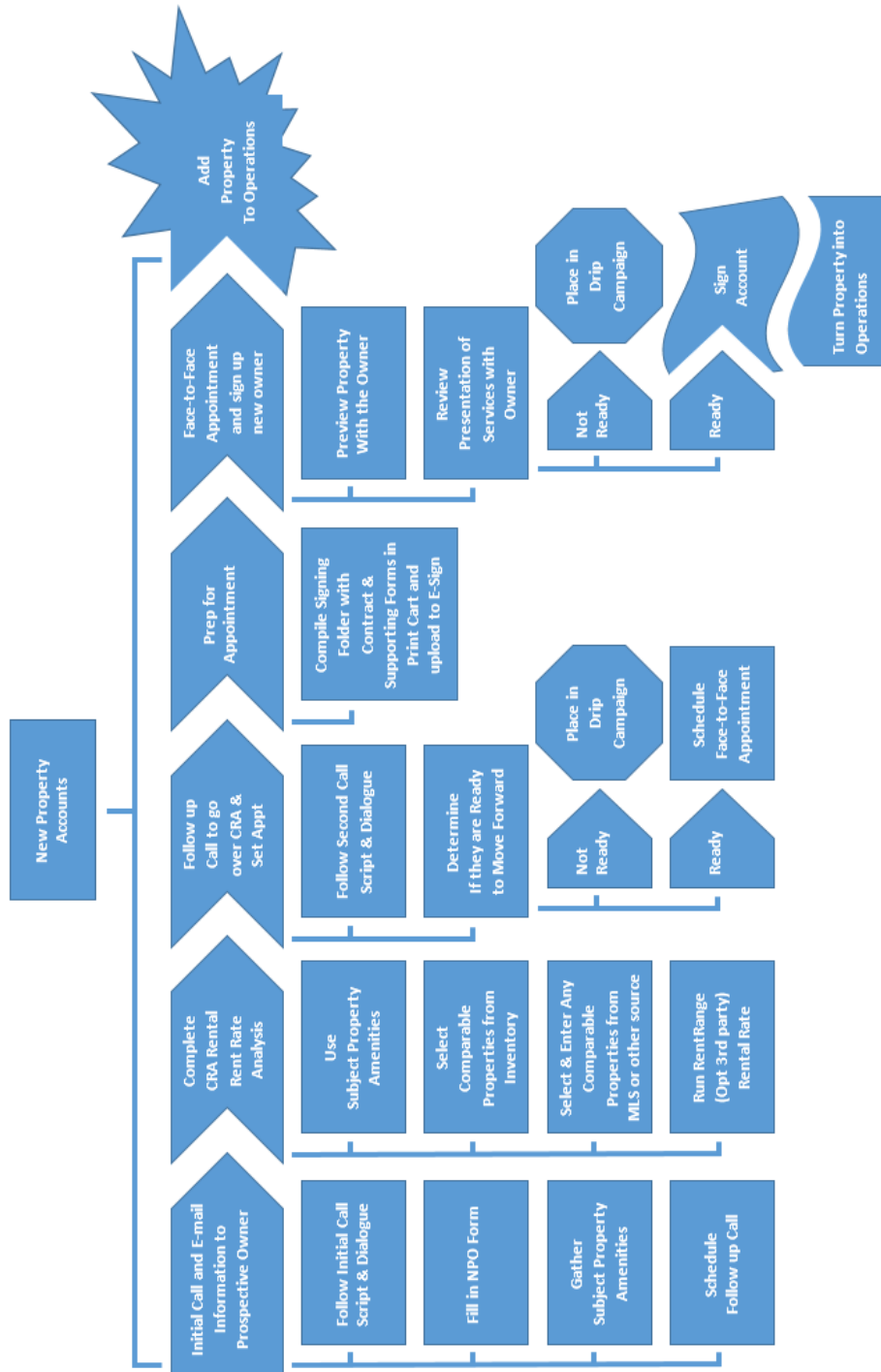
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New Property Account Lead Acquisition Process Flow

New Property Account Flow Chart



The Key to High Conversion

is as follows:

- A) When the call comes into the office if the new acct person cannot talk to them, have the receptionist enter the prospective client's contact information into the prospective owner portal (NPO). Immediately, send the E1 email, so they start reading about us and stop shopping.
- B) New acct person to call within 30 minutes or less. If they can't reach the prospective owner, call them 3 times the first day (this is the key to making the prospective feel wanted, and by definition, you have changed the fact that you're not a commodity)
- C) Once you take the call, fill out the NPO, and complete the CRA. It's important to complete the CRA same day, if it's late in the day, complete the CRA the next morning. Try to complete the CRA within 4 hrs or less for a higher conversion in getting appointments for either an internet or face to face presentation.
- D) Once you complete the CRA, call the client back with the rent range. The goal is to schedule a presentation in person or internet. Very important you do a presentation within 24 hrs or less, whatever you have to do to get the presentation you need to do. It's a good idea to talk about a couple of the 7 guarantees (focus on what speaks to the client. If they had an eviction speak of the eviction guarantee. If they had challenges with customer service, talk about the customer service guarantee) set out in the powerpoint presentation in your initial call with them The purpose of the initial presentation is to educate the client on property management services and to demonstrate what sets you apart from the competition.

Daily Schedule: Typical

Please note this schedule is set as if you're just working this division and doing some marketing for your company.

First, you must control your time or they will, therefore this is essential in order to make your goals.

Mondays are busy for calls so do not set out of office appointments on Mondays at all if possible. We recommend you're in the office all day on Mondays.

Setup time for you to have your appointments in the afternoon or early evening 5-6pm

Place in your schedule in blocks of preset times for appointments like 2-3 times during the day or early evening. If you're doing internet presentations, you can set them 2 hrs apart, if they are face to face appointments 3 hours. If you have your schedule preset, then you will control your time, utilizing alternate of choice keeps the client from "stealing" valuable marketing time to keep your sales pipeline full of leads. This will also allow for time to follow-up on leads, complete CRA's, etc.

Use Management One's One-touch system- this is key to keeping up on your schedule and providing excellent customer service.

Here is a sample of a daily schedule:

8:30am-10:00am

1. Check your voice mails and emails
2. Call NEW NPO Leads
3. Confirm your appointments for the day
4. Conduct follow-up calls
5. Send any short emails to owners, agents, etc.

10:00am - 12:00pm

Work up any CRA's (Certified Rental Analysis within your NPO)

1. Then call those NPO's on the CRA's that you were to contact that day
2. Set up and email packages you need to email out or for face-to-face or internet presentation appointments
3. Complete paperwork and turn in new files to operations

1:00pm- Return phone calls off voice mail or emails

1:00 pm to 6:00 pm

Appointments- (you would have appointments at 1pm, 3pm, and 5pm)
Each internet presentation appointment you should allow 2 hrs if you're doing a face-to-face presentation allow 3hrs which would include 30 min drive time and time to return some calls or emails in between. Call new leads first. If you don't have appointments in these times frames, you can return calls, prep paperwork, etc.
You should average, once you're up and running, 3-8 appointments per week.

Thursdays mornings are usually used for boots on the ground marketing (visiting RE offices, attending local RE board meetings, giving presentations to Real Estate or Mortgage offices). ([See PPT Pres for this](#))

Thursday afternoons are a good time to cleanse everything you're working on, so you're ready for another week.

Fridays are usually not a good day to do marketing to Real Estate offices as most agents don't come in on Fridays or they may take off early. Follow-up with owners you signed up 30 days ago Friday a.m. Your time would be better spent finalizing anything you have in t pipeline in the afternoon.

To eliminate not reaching clients it's critical that you return calls for about 30 min on Monday, Tuesday, Wednesday, and Thursday as early as 7:00 am and in the evenings from your cell phone (*Use a company cell phone or block your numbers - you will thank me for this later*) at about 7-8 pm. You will normally only get a hold of 1 or 2 clients, but in 22 work days that could be 20-40, you would not have gotten to.

This just gives you a typical week, and it will change, however, do not have telephone or face to face appointments in the morning as it will destroy your pipeline, and in 2 months you'll wake, and you will have no one calling.

Process of a New Prospective Owner

1. Leads come in via phone or email
2. Return the call using the general outline script
 1. Ask if they have viewed your website
 2. Bring up **NEW NPO** in M1 Solutions Software
 3. Use outline to diagnosis, find the pain and make it terminal- Provide a solution to get the appointment
 4. Place info into NPO within M1, while you are talking and use the script on NPO in M1 Solution Software.
 5. Set appointment to call them back to go over the CRA (DO NOT SEND the CRA)
 6. Email them links in this order:
 7. [E-1 from NPO](#) in M1 Solution Software, this links to owner testimonial page, a PDF Brochure explaining services, and video you provide on your website. If you are on appointments, you can set it up to have your client Coordinator (Receptionist) do this and then notify you all in about one minute through the NPO portal.
 8. PDF Brochure-they can view online or print out. (Even if they saw the brochure online it's good to send it again, as it will show in the notes that it was sent) See Example click link <http://moreno.managementone.com/management-services>
3. Call back same day (preferred to increase your conversion rate is getting a presentation with them) or next day to review the CRA and set an appointment to conduct an online presentation. This allows you to discuss with them the value of your services and to show them exactly what is done for the management fee. (Use PPT Pres) If you set the appointment send the following:

1. [Send E -2A](#) from your NPO which is a link to your sample management agreement and a list of the items they will need to have for your appointment so you can sign them up.
2. Consider including an article pertaining to current market conditions. These articles can be found on Google. You can also use blogs that are in the Management One Library, especially an article that speaks directly to the situation your client is in, ex: eviction, or comparing self-management to property management.

If you don't set the appointment:

1. Send email [E-2B](#) from your NPO screen.
2. Call 2 days later and attempt to set the appointment to go see them and sign. If you do not reach them, leave a voicemail and send an email from NPO labeled General email.
3. Call again 2 days later and attempt to set the appointment

Call 7 days from the first call, if no answer leave (break up e-mail) message and send (break-up) email [E-3](#) from NPO and disable in NPO

Sample voice mail verbiage:

Hi, John, I left a couple of message or emails and had not heard back from you, so at this point, I will leave it up to you to get back to me if you require our services. If I don't hear from you, I will assume that you've made other arrangements. However, we will add you to our e-newsletter filled with helpful tips about managing your property, and if we can be of help to you now or in the future, please call me at 999-999-9999.

1. Once a month you will transfer them and their email into a drip system until they decide to do business with you or ask to be removed or they remove themselves. What you send them will be covered is marketing.
2. If you set the appointment, complete the prep for the appointment. (This can be done in 5-10 min)

At the appointment (if you're doing it face-to-face)

1. Take a photo of the front of the property in daylight with your tablet.
2. View property with prospect owner, if possible
3. Take photos for advertising.
4. Fill out amenities on your tablet in the m1solutions software.
5. Fill out 4 quadrants labeled hot buttons, leasing, rehab, accounting. You're setting up the file and property on your first visit, don't let them rush you, tell them you will be typing to make sure you don't forget anything about their property that would make it rent quickly.
6. Do PPT Presentation at Kitchen table and go over management agreement and all ancillary paperwork. This can also be done online via GoToMeeting or Zoom. At the end of the online presentation, email the management agreement for signatures.

(You will go over the management agreement as you do the PPT presentation for better closing ratio and time efficiency)

1. Once they sign the management agreement follow the checklist which will consist of keys, etc.
2. Double check NPO in amenities get all the details from the owner
3. You're done with the appointment if you signed the owner up, and now you will complete the short checklist to turn the property into operations!
4. If you did not sign them up, schedule a time right then that you will call them.

NPO- New Prospective Owner

New Properties and Prospective Owners are added into the system through the Prospective Owner Detail [Click here to Watch Video Tutorial](#)

Filling out the Prospective Owner Detail

The screenshot shows the 'Prospective Owner Detail' form in the m1 Solutions system. The form is divided into several sections, each with numbered callouts (1-17) indicating key input areas:

- 1:** Search Last Name field with a dropdown menu set to 'Existing Owner' and a 'View' button.
- 2:** 'Add Prospective Owner' button in the left-hand navigation menu.
- 3:** Mailing Street Num. field in the 'Prospective Owner Information' section.
- 4:** 'Save' button at the bottom of the 'Prospective Owner Information' section.
- 5:** Street Number field in the 'Subject Property' section.
- 6:** 'Save' button at the bottom of the 'Subject Property' section.
- 7:** Motivation dropdown menu in the 'Motivation And Referral Information' section.
- 8:** Referral Source dropdown menu in the 'Motivation And Referral Information' section.
- 9:** 'Save' button at the bottom of the 'Motivation And Referral Information' section.
- 10:** 'Save' button at the top of the 'Property Amenities And Utilities' section.
- 11:** 'Save' button at the bottom of the 'Property Amenities And Utilities' section.
- 12:** Hot Buttons / Advertising field in the 'Listing Details' section.
- 13:** 'Save' button at the bottom of the 'Listing Details' section.
- 14:** 'Browse...' button in the 'Upload Files' section.
- 15:** 'Upload' button in the 'Upload Files' section.
- 16:** 'Rating Survey' section containing various condition dropdowns (e.g., Condition of Neighborhood, Overall First Impression, Front Landscaping, etc.) and a signature field.
- 17:** 'Save' button at the bottom of the 'Rating Survey' section.

From the Tree View:

1. Expand **Owner**
2. Select **Add Prosp. Owner**
3. Fill in **Prospective Owner** Information (**First Name, Last Name, Email Address, Cell Phone**, etc.)
4. Then click **SAVE**
5. Fill in **Subject Property** information (**Street Number, Street name, Unit, City, State, Zip**, etc.)
6. Then click **SAVE**
7. Select **Motivation** from Drop-down menu
8. Select **Referral Type**** from Drop-down menu
9. Then click **SAVE**
10. Add any **Amenities** that you can (the highlighted items in yellow are amenities needed to complete the Rental Analysis)
11. Then click **SAVE**
12. Add any **Listing Details** that pertain to the property
13. Then click **SAVE**
14. Attach photos by clicking **Browse**, select the file, then click **Property Photos UPLOAD**
15. Attach documents by clicking **Browse**, select the file, then click **NPO Documents UPLOAD**
16. Fill out the **Rating Survey**, (if you wish to rate the property with the client, and then have them acknowledge by signing)
17. Then click **SAVE**

Note:

* If the prospect is an **Existing Owner** or **Prior Owner**, select from the drop down, then Click **VIEW**

If the referral person is not in the system, you can click **Referral Source link to add them. Afterward, you will revert back to the Prospective Owner Detail screen, which you were filling in.

New Prospective Owner Call

Dialogue/Script & Documentation when a prospective client calls:

Initial Call Outline

INITIAL CALL OUTLINE

Greeting "They don't care how much you know until they know how much you care."

1. Put at ease (smile before taking the call)

To control the call, you use the 3 F's (feel, felt, found) and BTW (By the way)

- **Get initial information** as to why they are calling
- **Develop relationship**
 1. Ask where property is
 1. Make them feel it's an excellent location (*all locations have something good about them*)
 2. Express that **<Your Company Name>** services other clients in their area
 2. Ask how they came about to own it or if they are renting out their existing home ask them why they want to rent it out

(let them tell their story- you're building a relationship here)

- **Compliment/commiserate with them**
 1. Investment compliment
 2. Moving congratulate/compliment
 3. Personal life change and have to move & rent commiserate
- **As you're creating this dialog you need to be conscious of the following:**
 1. **Diagnosis** (*Listen twice as much as you speak*)

2. **Find their pain** (*Exam- Resident leaves in middle of night or damages the property*)
3. **Make it terminal** (*Exam- Some people take 9 months to get the resident out*)
4. **Give them the solution** (*Which one of your services will take away their pain.*)
5. Ask them what the two things they are looking for in a management company are. Write these down as these are there two hot buttons you are going to focus on when you do the presentation. When they tell you this information you just "Cracked The Code" on what they are really interested in.

- **Information Contact**

1. Ask for email address to send brief summary of this call
 2. Follow-up Commitment
 1. Will provide competitive analysis at that time (this is key to getting the 2nd call with them **(Do not send them the CRA)**)
 2. Get specific day/time they agree to the follow-up call the same day or next day
- **Reconfirm** follow-up call day/time and that we will have researched their home's area by then and can provide a CRA rental rate.

Items A to D may be something you go into when you have the second call, however, if it's a seasoned investor you may go into it in the first call.

NPO Initial Call Script

Click here for the [NPO Script with Q&A included](#). Download the scripts and personalize them for your company.

Have your NPO in the M1 software up and ready to fill out before you take the call. Should you get the call without notice, ask the caller to hold for 30 seconds and bring it up on your computer.

Taking a call as it comes in.

Key Verbiage to Use

- Story of driving by a police HQ at the speed limit as an example to increase resident **Accountability as they know someone is watching**
- Forget about saving \$8.00 on faucet and 2 hours at Home Depot and go to a financial seminar to learn how to get better loans at a lower rate, eliminate you MMI Insurance
- You pay a management fee whether you use a management company or self-manage!
- Since we can rent it faster and for more and keep a resident in and reduce your vacancy, your management fee - after-tax write-offs - is the same as you're paying now managing yourself, **plus** you don't have to look at better and more real estate deals because you're being "Joe Manager."
- We look at residents as customers not only as a resident, whole different philosophy and approach if you keep a resident happy they stay longer and pay higher rent
- When you give customers excellent service, you can charge more. If you're like me, you will pay per 10% more to some store because they treat you right and give timely services
- Managing a property instead of selling is more than one-dimensional, meaning with management the rent rate is based on the condition of the property, quality of the resident, lease term, and security deposit - not just price or rental rate.

Comparative Rental Analysis

A Comparative Rental Analysis (CRA) is an evaluation of [comparable recently rented properties](#)

Comparables are recently rented homes that are close in proximity, similar in size, room count, and style to the subject property. CRAs are used to get a sense of a fair market rental price to list the property for (when soliciting for a prospective resident) while trying to remain competitive to get the home rented quicker. Thus, generating more capital by reducing vacancy time.

How to Complete a CRA

In a CRA, the home you want to rent out is your **Subject Property**, and the rented homes to which you are comparing it to are [Comparables](#). Homes of similar size, condition, age, and style for sale and that recently sold in a certain neighborhood. Preparing a CRA consists of three steps: [See Video on this](#))

1. Fill in all **highlighted amenities** (in yellow) to complete a CRA accurately.
2. **Set criteria:** define the criteria for choosing comparable homes. Once you have created the NPO and filled with the amenities, they will transfer over once you click. Once you click on "New CRA."
3. **Build your list of comparables:** search MLS or internal leasing database for comparable homes that recently rented. Enter the mapgrid for your subject property and search. If you have inventory, then you can pull comps for within. If you don't have any that area select external listing and then you can fill in the fields with data from the MLS.
4. **Make Proper Adjustments**

Generate a New CRA from the NPO Form

The screenshot shows the 'Prospective Owner Detail' form. The 'Property Amenities And Utilities' column on the right is highlighted in yellow. This column contains a list of amenities with checkboxes and dropdown menus. A 'Save' button is located at the top of this column. The form also includes sections for owner information, subject property details, motivation and referral information, email management, notes, listing details, file uploads, and a rating survey.

From the New Prospective Owner (NPO) Screen:

1. Fill in all **Highlighted Fields** under the **Property Amenities and Utilities** Column
2. Then, Click **SAVE**

- Then Select **New CRA** from the Horizontal Navigation Bar at the top of the screen.

Set Criteria

Comparable Rental Analysis (CRA)

BACK TRAINING CMD CTR AGENT BROCHURE EXTERNAL COMP (RENT RANGE) GOOD FAITH ESTIMATE OWNER BROCHURE VIEW NPO

Search For Comparable Properties

SQFT From: 500 SQFT To: 1000 Beds: 2+ Baths: 1+ Street Name: City: Zip:

Date Rented From: 08/01/2015 Date Rented To: 02/01/2016 Mapgrid: Property Type: SFH Include Inactive Search

Property Comparison

Comparable Properties

Select from your search results here...

EXTERNAL LISTING: Riverside SF:891 BD:2 BTH:1 RHITD:11/11/2015 LI: MGRD:715B2 \$1350.00

Print Preview Email Owner CRA Email Agent CRA Include Agent Brochure in Email Copy CRA To NPO File Cabinet

Property Information	Subject Property	Comparable Property 1	Comparable Property 2	Comparable Property 3
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Street Address	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
City, State & Zip	Riverside CA 92503	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mapgrid	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Choose Property Picture	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
OR Upload Property Picture	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rents	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

DESCRIPTION	VALUE
Age of Property	1950
Square Footage	770
Bedrooms	2
Bathrooms	2
Carpet	<input type="text"/>
Flooring	<input type="text"/>
Car Garage	1
Patio Covered	N
Patio Slab	Y
Central Air/Heat	Y
Lawns in	F
View	N

Select Comparables from Internal Resources

Comparable Rental Analysis (CRA)

BACK TRAINING CMD CTR AGENT BROCHURE EXTERNAL COMP (RENT RANGE) GOOD FAITH ESTIMATE OWNER BROCHURE VIEW NPO

Search For Comparable Properties

SQFT From: 500, SQFT To: 1000, Beds: 2+, Baths: 1+, Street Name: , City: , Zip: , Date Rented From: 08/01/2015, Date Rented To: 02/01/2016, Mapgrid: , Property Type: SFH, Include Inactive, Search

Property Comparison

Comparable Properties

Select from your search results here... 1

Select from your search results here... EXTERNAL LISTING Riverside SF 891 BD 2 BTH 1 RHTD: 11/11/2015 LI: MGRD: 715B2 \$1350.00 2

Print Preview Email Owner CRA Email Agent CRA Include Agent Brochure in Email Copy CRA To NPO File Cabinet

Property Information	Comparable Property 1	Comparable Property 2	Comparable Property 3
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Street Address	<input type="text"/>	<input type="text"/>	<input type="text"/>
City, State & Zip	Riverside CA 92503	<input type="text"/>	<input type="text"/>
Mapgrid	<input type="text"/>	<input type="text"/>	<input type="text"/>
Choose Property Picture	<input type="text"/>	<input type="text"/>	<input type="text"/>
OR Upload Property Picture	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rent\$	<input type="text"/>	<input type="text"/>	<input type="text"/>

DESCRIPTION	VALUE
Age of Property	1950
Square Footage	770
Bedrooms	2
Bathrooms	2
Carpet	<input type="text"/>
Flooring	<input type="text"/>
Car Garage	1
Patio Covered	N
Patio Slab	Y
Central Air/Heat	Y
Lawns in	F
View	N

From the Comparable Rental Analysis (CRA) Screen:

After clicking **Search** based on the filled in criteria...

1. Open the drop-down list of **Comparable Properties**
2. Select a **Property** from the list that generated
3. Click **Add From List** for the Column you would like to add the Comparable data to.
4. You can then select a **Photo** for the property from the drop-down list
5. Then, click **SAVE**

Select Comparables from External Resources

Comparable Rental Analysis (CRA)

BACK TRAINING CMD CTR AGENT BROCHURE EXTERNAL COMP (RENT RANGE) GOOD FAITH ESTIMATE OWNER BROCHURE VIEW NPO

Search For Comparable Properties

SQFT From: 500, SQFT To: 1000, Beds: 2+, Baths: 1+, Street Name: , City: , Zip: , Date Rented From: 08/01/2015, Date Rented To: 02/01/2016, Mapgrid: , Property Type: SFH, Include Inactive: Search

Property Comparison

Comparable Properties

Select from your search results here... 1

Select from your search results here... EXTERNAL LISTING Riverside SF 991 BD 2 BTH 1 RHTD 11/11/2015 LI... MGRD: F1DB2 \$1350.00 address information, upload a picture and press SAVE. 2

Email Owner CRA Email Agent CRA Include Agent Brochure In Email Copy CRA To NPO File Cabinet

Subject Property	Comparable Property 1	Comparable Property 2	Comparable Property 3
Property Information	Property Information	Property Information	Property Information
Name	<input type="button" value="Add From List"/> 3	<input type="button" value="Add From List"/>	<input type="button" value="Add From List"/>
Street Address			
City, State & Zip	Riverside CA 92503		
Mapgrid	<input type="button" value="Save"/> <input type="button" value="Google Map"/>	<input type="button" value="Save"/> <input type="button" value="Google Map"/>	<input type="button" value="Save"/> <input type="button" value="Google Map"/>
Choose Property Picture	<input type="button" value="Browse..."/> 4 <input type="button" value="Upload"/> 5	<input type="button" value="Browse..."/> <input type="button" value="Upload"/>	<input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Rent\$			

DESCRIPTION	VALUE
Age of Property	1950
Square Footage	770
Bedrooms	2
Bathrooms	2
Carpet	
Flooring	
Car Garage	1
Patio Covered	N
Patio Slab	Y
Central Air/Heat	Y
Lawns in	F
View	N

From the Comparable Rental Analysis (CRA) Screen:

After Searching the MLS or other External Sources based on similar criteria for the Subject Property...

1. Open the drop-down list of **Comparable Properties**
2. Select a **Property** from the list that generated
3. Click **Add From List** for the Column you would like to add the Comparable data to.
4. You can then select **Browse** to select a photo you saved for the property from external sources
5. Then, click **UPLOAD**
6. Then, click **SAVE**

Make Adjustments

Comparable Rental Analysis (CRA)

BACK TRAINING CMD CTR AGENT BROCHURE EXTERNAL COMP (RENT RANGE) GOOD FAITH ESTIMATE OWNER BROCHURE VIEW RPO

Search For Comparable Properties

SQFT From: [] SQFT To: [] Beds: [] Baths: [] Street Name: [] City: [] Zip: []

Date Rented From: [] Date Rented To: [] Maptid: [] Property Type: [] SPH: [] Include Inactive: [] Search

Property Comparison

Comparable Properties

Enter criteria above and press SEARCH...

Select a Subject Property from the list above and press ADD or if the property is a non-company property, enter the name and address and press SAVE.

If the property is a non-company property, choose EXTERNAL LISTING from above list and press ADD FROM LIST. Then enter the address information, upload a picture and press SAVE.

Print Preview Email Owner CRA Email Agent CRA Include Agent Brochure In Email Copy CRA To NPO File Cabinet

Subject Property	Comparable Property 1	Comparable Property 2	Comparable Property 3					
Property Information	Add From List (or enter below)	Add From List	Add From List					
Name: []	[]	[]	[]					
Street Address: []	[]	[]	[]					
City, State & Zip: Riverside CA 92503	Riverside CA 92503	Riverside CA 92501	Riverside CA 92503					
Mapid: [] Save Google Map	714E2 Save Google Map	65603 Save Google Map	714J6 Save Google Map					
Choose Property Picture: []	AFRONT-10915E.jpg	AFront.jpg	Front.jpg					
Upload Property Picture: []	[]	[]	[]					
Image: []	[]	[]	[]					
Rent: 1195.00	1200.00	1425.00						
DESCRIPTION	VALUE	ADJ.	DESCRIPTION	VALUE	ADJ.	DESCRIPTION	VALUE	ADJ.
Age of Property	1959	0.00	Age of Property	1924	0.00	Age of Property	1963	0.00
Square Footage	770	0.00	Square Footage	770	0.00	Square Footage	600	-26.00
Bedrooms	2	0.00	Bedrooms	2	0.00	Bedrooms	2	0.00
Bathrooms	2	0.00	Bathrooms	2	0.00	Bathrooms	1	25.00
Carpet		0.00	Carpet	Y	0.00	Carpet		0.00
Flooring		0.00	Flooring		0.00	Flooring		0.00
Car Garage	1	0.00	Car Garage	1+1	0.00	Car Garage	1	0.00
Patio Covered	N	0.00	Patio Covered	N	0.00	Patio Covered	N	0.00
Patio Slab	Y	0.00	Patio Slab	Y	0.00	Patio Slab	Y	0.00
Central Air/Heat	Y	0.00	Central Air/Heat	Y	0.00	Central Air/Heat	W	24.00
Lawns In	F	0.00	Lawns In	FB	0.00	Lawns In	FB	0.00
View	N	0.00	View	N	0.00	View	N	0.00
Rv/Boat Parking		0.00	Rv/Boat Parking		0.00	Rv/Boat Parking		0.00
Pool	C	0.00	Pool	C	0.00	Pool	N	0.00
Spa	C	0.00	Spa	C	0.00	Spa	N	0.00
Lawn Service	Y	0.00	Lawn Service	Y	0.00	Lawn Service	Y	0.00
Pool Service	M	0.00	Pool Service	M	0.00	Pool Service	N	0.00
Location		0.00	Location		0.00	Location		0.00
Market Adjustment	Condo	0.00	Market Adjustment		-100.00	Market Adjustment		-100.00
PPTY Condition		0.00	PPTY Condition		0.00	PPTY Condition		0.00
Adjusted Rent	1195.00		1124.00			1274.00		

Days to Rent: [30] Avg. Rent Rate: 1197.07 Start Rent Rate: 1297.07 Lowest Rent Rate: 1097.07 Calculate Save

CRA Footer Description

Please note these figures are based on the following conditions:
 CONDITION OF PROPERTY:
 * Inside to be painted if needed
 * Front door and Garage door to be painted
 * Front and Rear lawn to be in and green

Good Faith Estimate

Rent Range: High Rent: [] Low Rent: []

1st Month: Rent: [] Mgt Fee: [] Mgt Fee Flat: [] Rent Up Flat: []

Initial Start up: Adv Fee: [] Maint: [] Misc: [] Misc: []

2nd Mo. and After: Frt Lawn: [] Frt/Rear Lawn Pool: [] Other: [] Other: [] Other: [] % Tax Sev: []

Save Email Owner Copy Good Faith To NPO File Cabinet Print Preview

Adjustments are pre-calculated based on Amounts allocated in Set UP
[Click Here](#)

Calculations are conducted to in order to equalize the factors of the Comparable Property to the factors of the Subject Property, based on amenities provided and thus determining the Subject Property Value.

ex. If the Subject Property has a Pool, but the Comparable Property does not, then a value of \$75 is added to the rent value of the Comparable to bring it up to the same standard of the Subject.


ex. If the Subject Property does not have a Covered Patio, but the Comparable Property does, then a value of \$20 is deducted from the rent value of the Comparable to bring it down to the same standard of the Subject.

1. Adjustments can be modified for **Comparable Property 1**
2. Adjustments can be modified for **Comparable Property 2**
3. Adjustments can be modified for **Comparable Property 3**
4. Click **CALCULATE**, to allow any manual adjustments to the report to take effect.
5. Then, click **SAVE**

Note:

* Market Adjustment can be used to adjust each Comparable individually, based on any number of Factors that relate to the Market (Condition, Neighborhood, Demographics, Seasonal Factors, Days on the Market, etc.)


Report - Comparable Rental Analysis (CRA)



Management One Corona
Corona, CA 92879
Phone: Fax:

Comparable Rental Analysis

Prepared For: Prepared On: 2/8/2016
Prepared By: Phone: Email:

Subject Property	Comparable 1	Comparable 2	Comparable 3																																																																																																																																																																																																																																							
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<p>Avg. Rent: \$1,197.67</p> <p>Start Rent: \$1,297.67</p> <p>Low Rent: \$1,097.67</p>	<p>Adjusted Rent: \$1,195.00</p>	<p>Adjusted Rent: \$1,124.00</p>	<p>Adjusted Rent: \$1,274.00</p>																																																																																																																																																																																																																																							
<p>Avg. Days to Rent: 30</p>																																																																																																																																																																																																																																										

Please note these figures are based on the following conditions:

CONDITION OF PROPERTY:

- * Inside to be painted if needed
- * Front door and Garage door to be painted
- * Front and Rear lawn to be in and green
- * Blinds or window coverings on all windows
- * All items to be functional such as appliances, stove, Etc
- * Property to be professionally cleaned including windows appliances mirrors & carpets must be free of stains

QUALIFICATIONS AND TERMS OF LEASE:

- * Tenant must sign a One Year Lease
- * Tenant is required to pay a Security Deposit of 120% of the first months rent up front before move in
- * Tenant income must be 3 times the rental rate

Monday, February 8, 2016
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Page 2 of 2

Report Navigation:

1. Subject Property Address & Amenities
2. Comparable Property 1 Address & Amenities
3. Comparable Property 2 Address & Amenities

4. Comparable Property 3 Address & Amenities
5. Agreed Upon Rent Range (Start Rent, Low Rent & Average)
6. Estimated Average Days to be on the Market
7. Photos of Comparable Properties
8. Conditions to Support Report Estimated Conclusions (Property Conditions & Resident Qualification / Lease Term)


Header & Footer Information:

- a. Company Logo
- b. Office Name and Contact information
- c. Report Name
- d. Parties of Report (Prepared For; Prepared By)
- e. Date the Report was Run / Printed
- f. Page Number of Report

NPO- Second Call Script




This is the follow-up call to be made after completing the Comparative Rental Analysis with the sole goal of scheduling the Appointment to Sign up the Account.

Second Call to go over CRA and Set Appointment



Management One Moreno Valley
Moreno Valley, CA 92553
Phone: Fax: Email:

Comparable Rental Analysis
Prepared For: Prepared On: 1/24/2016
Prepared By: Phone: Email:

Subject Property	Comparable 1	Comparable 2	Comparable 3																																																																																																																																																																																																																																													
<p>Pent's CA 9267 1</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Description</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Square Footage</td><td>1853</td></tr> <tr><td>Bedrooms</td><td>4</td></tr> <tr><td>Bathrooms</td><td>3</td></tr> <tr><td>Carpet</td><td>None</td></tr> <tr><td>Car Garage</td><td>3</td></tr> <tr><td>Patio/Club</td><td>Y</td></tr> <tr><td>Central Air/Heat</td><td>Y</td></tr> <tr><td>Patio Covered</td><td>Y</td></tr> <tr><td>Pool</td><td>N</td></tr> <tr><td>Spa</td><td>N</td></tr> <tr><td>View</td><td>N</td></tr> <tr><td>Lawn Service</td><td>N</td></tr> <tr><td>Pool Service</td><td>N</td></tr> <tr><td>Location</td><td></td></tr> <tr><td>Make Adjustmen</td><td></td></tr> <tr><td>PPTY Condition</td><td></td></tr> <tr><td>Age of Property</td><td></td></tr> <tr><td>Flooring</td><td></td></tr> <tr><td>RV/Boat Parking</td><td></td></tr> <tr><td>Avg Rent</td><td>\$1,723.20</td></tr> <tr><td>Start Rent</td><td>\$1,823.20</td></tr> <tr><td>Low Rent</td><td>\$1,623.20</td></tr> <tr><td>Avg Days to Rent</td><td>43</td></tr> </tbody> </table>	Description	Value	Square Footage	1853	Bedrooms	4	Bathrooms	3	Carpet	None	Car Garage	3	Patio/Club	Y	Central Air/Heat	Y	Patio Covered	Y	Pool	N	Spa	N	View	N	Lawn Service	N	Pool Service	N	Location		Make Adjustmen		PPTY Condition		Age of Property		Flooring		RV/Boat Parking		Avg Rent	\$1,723.20	Start Rent	\$1,823.20	Low Rent	\$1,623.20	Avg Days to Rent	43	<p>Pent's CA 9267 1</p> <p>Rent: \$1,525.00</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>Description</th> <th>Value</th> <th>Adj.</th> </tr> </thead> <tbody> <tr><td>Square Footage</td><td>2000</td><td>(\$29.40)</td></tr> <tr><td>Bedrooms</td><td>3</td><td>\$30.00</td></tr> <tr><td>Bathrooms</td><td>2</td><td>\$25.00</td></tr> <tr><td>Carpet</td><td></td><td>\$0.00</td></tr> <tr><td>Car Garage</td><td>2</td><td>\$25.00</td></tr> <tr><td>Patio/Club</td><td>N</td><td>\$20.00</td></tr> <tr><td>Central Air/Heat</td><td>Y</td><td>\$0.00</td></tr> <tr><td>Patio Covered</td><td>N</td><td>\$20.00</td></tr> <tr><td>Pool</td><td>C</td><td>\$0.00</td></tr> <tr><td>Spa</td><td>C</td><td>\$0.00</td></tr> <tr><td>View</td><td>N</td><td>\$0.00</td></tr> <tr><td>Lawn Service</td><td>N</td><td>\$0.00</td></tr> <tr><td>Pool Service</td><td>N</td><td>\$0.00</td></tr> <tr><td>Location</td><td></td><td>\$0.00</td></tr> <tr><td>Make Adjustmen</td><td></td><td>\$0.00</td></tr> <tr><td>PPTY Condition</td><td></td><td>\$100.00</td></tr> <tr><td>Age of Property</td><td>2004</td><td></td></tr> <tr><td>Flooring</td><td></td><td></td></tr> <tr><td>RV/Boat Parking</td><td>N</td><td></td></tr> <tr><td>Adjusted Rent</td><td></td><td>\$1,715.60</td></tr> </tbody> </table> 	Description	Value	Adj.	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Read note the figures are based on the following conditions:

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- ^ In order to be painted if needed
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- ^ Front and Rear lawn to be in and green
- ^ Blinds or window covering on all windows
- ^ All items to be functional such as appliances, stove, etc.
- ^ Property to be professionally cleaned including windows, appliances, mirrors & carpets must be free of stains

QUALIFICATION & ANTERMS OF LEASE:

- ^ Resident must sign a One Year Lease
- ^ Resident is required to pay a Security Deposit of 120% of the first month's rent up front before move in
- ^ Resident's income must be 3 times the rental rate

Sunday, January 24, 2016
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Page 1 of 2

Second call...

- **Go over the CRA in detail**
- **Go over 4 main areas we manage**
 1. **Manage the resident** (24/7 online service, Emergency service)
 2. **Manage the Cash flow** (By raising rents, reducing expense with fixed maintenance costs and residents doing items under \$50)
 3. **Manage the property** (Monthly exterior inspections, Annual inspections, Violations, Maintenance)
 4. **Manage the legalities** (Rental contracts, Evictions and Small Claims Court, Resident damages)
- **Close for the appointment to do the presentation.** We recommend an internet presentation since you can schedule it faster before they lose interest and they can view the presentation on their smartphone and all prospective parties don't have to be together. Plus, you can do 3 internet presentations in the time it takes to do one face-to-face presentation. Once they have signed your agreement or agree to meet you at the property and sign it there, it's a much better use of your time.

"Let me first preface by saying that the rental numbers that I will be going over are what the rental market says your property is worth.

In addition, it's important to note that these rental rates are certified and that our residents have qualified through our stringent qualifying system. We require the resident to sign a one-year lease, and they also have to place a large security deposit upfront.

These are not rental rates based on sub-standard residents, month to month rentals, and little to no security deposit. We have to make sure we are matching quality and price since the rental prices which you see in the paper or on the internet are what we consider to be, 'sticker prices,' meaning this is what the owner would like to get and not what they really end up renting for." (No one advertises the home after it rents, so you will not know if it rented for \$200 less from the advertised price)

Example:

Your property has 2000 sq ft, 3 bed 2 bath 3 car gar.

I have 3 properties in the same area as yours they are

X Sq Ft

X Sq Ft

X Sq Ft

And they first one rented for X, second X and last one X

So the average rent the rental market is saying you property should rent for is \$_____, the most the markets days it will rent for is \$_____. And the lowest is \$_____.

Setting the Appointment

Use "Alternate of Choice"

"So, to get your property on the market and have some positive cash-flow coming in... which would be better for you, to make an appointment in the morning or afternoon on the internet? After I email you the paperwork, which would be better for you, next Tuesday or Wednesday? Are you available at 1pm or would 4pm better fit your schedule?"

Assume they are ready to set the appointment for a face-to-face presentation appointment:

"Okay, John, on the appointment we will signing the management agreement, I will need your initial deposit of \$ X, that consist of \$ X for maintenance reserve and \$ X for just classified advertising, I would also need keys, garage remotes, transponders, HOA keys set to the property."

Assume they are ready to set the appointment for an internet presentation appointment

Okay, John, I will send you a link, and all you need is to have internet access on your desktop, tablet, or smart phone. I can send the link to your wife as well. I will be going over all the details at that time.

Note: Make sure you set the appointments on your "Appointment Days" 99% of the time, so you still have days scheduled for Marketing to keep the calls coming in, VERY IMPORTANT!

NPO Second Call Script- Discussing the CRA

[Click here](#) to download the script and customize it for your management company.

Good Faith Estimate

The Good Faith Estimate is Generated as a Proper Disclosure of the Breakdown of all Fees the Owner should expect in the course of the Property Management Services that will be provided.

Pulling up the Good Faith Estimate

Comparable Rental Analysis (CRA)

BACK TRAINING CMD CTR

Search For CRA's (Max 50 Return)

User Name Name NPO From To Search New CRA

NAME	ADDRESS	CITY, STATE & ZIP	USER NAME	CREATED	NPO
View_		Riverside CA 92503	Conrad	02/08/2016	View_2038 Delete
View_		Riverside CA 92505	Melissa	02/04/2016	Delete
View_		Corona CA 92879	Melissa	02/01/2016	Delete
View_		Riverside Ca 92504	Melissa	02/01/2016	Delete
View_		Riverside CA 92503	Melissa	01/28/2016	Delete
View_		Riverside CA 92503	Melissa	01/28/2016	Delete
View_		Noroo CA	Ron	01/28/2016	View_2040 Delete
View_		Riverside CA 92503	Ron	01/28/2016	View_2038 Delete
View_		Corona Ca	Ron	01/21/2016	View_2025 Delete
View_		Riverside CA 92501	Melissa	01/20/2016	Delete
View_		Corona Ca	Ron	01/19/2016	View_2025 Delete
View_		Riverside CA 92503	Melissa	01/15/2016	Delete
View_		Riverside CA 92503	Melissa	01/15/2016	Delete
View_		Corona CA 92883	Melissa	01/15/2016	Delete
View_		Corona CA 92883	Melissa	01/15/2016	Delete
View_		Corona CA 92883	Melissa	01/15/2016	Delete
View_		Corona CA 92881	Melissa	01/15/2016	Delete
View_		Riverside CA 92505	Melissa	01/15/2016	Delete
View_		Riverside Ca 92503	Melissa	01/15/2016	Delete
View_		Corona CA 92882	Ron	01/12/2016	View_2020 Delete
View_		Corona CA 92883	Ron	01/08/2016	View_2018 Delete
View_		Mira Loma CA 91752	Melissa	12/17/2015	Delete
View_		Corona CA 92882	Melissa	12/17/2015	Delete
View_		Riverside CA 92509	Melissa	12/17/2015	Delete
View_		Riverside CA 92504	Melissa	12/17/2015	Delete
View_		Corona CA 92882	Melissa	12/17/2015	Delete
View_		Riverside Ca 92503	Melissa	12/17/2015	Delete
View_		Corona Ca 92882	Melissa	12/17/2015	Delete
View_		Corona CA 92881	Melissa	12/17/2015	Delete
View_		Riverside CA 92501	Melissa	12/17/2015	Delete
View_		Corona CA 92883	Melissa	12/17/2015	Delete
View_		Corona CA 92879	Melissa	12/17/2015	Delete
View_		Corona CA 92879	Melissa	12/17/2015	Delete
View_		Riverside Ca 92504	Melissa	12/17/2015	Delete
View_		Riverside CA 92503	Melissa	12/17/2015	Delete
View_		Riverside Ca 92503	Melissa	12/17/2015	Delete
View_		Riverside CA 92501	Melissa	12/17/2015	Delete
View_		Riverside Ca 92506	Melissa	12/16/2015	Delete
View_		Corona 92882	Melissa	12/16/2015	Delete

From the Tree View:

1. Expand the Category "**Owner**"
2. Select **Rental Analysis**
3. Enter the Owner Name, (NPO # or Date Range)
4. Then, click SEARCH
5. Select the **View** Link of the Comparable Rental Analysis for the appropriate Owner

Filling in the GFE

The screenshot shows the 'm1 Solutions' software interface. On the left is a navigation menu with options like 'Log Out (CA2)', 'Command Center', 'Tablet Menu', 'Help & Training', 'CA2 Website', 'Web Property Search', 'M1 Client Portal', 'M1 Updates', 'Doc Drop Search', 'Print Cart', 'BETA - Late Fees', 'ACCT Payable', 'ACCT Receivable', 'Email', 'Leasing', 'Letters', 'Maintenance', 'Marketing', 'Owner', 'Add Owner', 'Add Prosp. Owner', 'Add Rental Analysis', 'Add Secondary Own', 'Owners', 'Prosp. Owner', 'Rental Analysis', 'Secondary Owners', 'Property', 'Reconcile', 'Reports', 'Resident', 'Setup', and 'Vendors'. The main area displays a table with columns for 'DESCRIPTION', 'VALUE', 'ADJ.', and 'ADJ.'. Below the table are fields for 'Days to Rent' (30), 'Avg. Rent Rate' (1197.67), 'Start Rent Rate' (1297.67), and 'Lowest Rent Rate' (1097.67), with 'Calculate' and 'Save' buttons. The 'CRA Footer Description' section contains a 'Please note these figures are based on the following conditions:' and a 'Save' button. The 'Good Faith Estimate' section is highlighted with a yellow border and contains the following fields:

Field	Value
High Rent	1295
Low Rent	1100
1st Month Rent	1200
Adv. Fee	300
Maint.	250
Frt. Lawn	0
Frt/Rear Lawn Pool	0
Mgt. Fee Flat	0
% Rent Up	0
Rent Up Flat	995
Misc.	0
Other	0
Other	0
% Tax Sav.	0

Additional options include checkboxes for 'Email Owner' and 'Copy Good Faith To NPO File Cabinet', and buttons for 'Save' and 'Print Preview'.

From the Comparable Rental Analysis Screen:

Scroll all the way to the bottom...


1. Enter in the **Agreed Upon Rent Range** (High & Low)
2. Enter in the **Average Rent** (Middle of High & Low Rent) and **Fees**
3. Enter in the **Initial Start-Up Costs** (Fees and Reserve Amt)
4. Enter any **Ongoing Charges** to be expected
5. Then, click **SAVE**
6. Checkmark **Email Owner***
7. Checkmark **Copy Good Faith to NPO File Cabinet****
8. Then, click **PRINT PREVIEW**

Note: To print a copy of the GFE, you would only have to select **PRINT PREVIEW** (without any other check marks/selections), and a separate window will open from which you can print the report.

* Check marking **Email Owner**, and Clicking **PRINT PREVIEW** will send a copy of the GFE to the owner via email

** Check marking **Copy Good Faith to NPO File Cabinet**, and Clicking **PRINT PREVIEW** will save a copy of the GFE and embed a link in the NPO Form for this file.

Report - Good Faith Estimate

	Management One Corona Corona, CA 92879 Phone: Fax:	Good Faith Estimate Prepared For: Prepared On: 2/8/2016 Prepared By: Ron Phone: Email:																																							
Property Address: Riverside CA 92503																																									
High Rent Rate: \$1,295.00 Low Rent Rate: \$1,100.00																																									
<table border="1"> <thead> <tr> <th colspan="2">1st Month</th> </tr> </thead> <tbody> <tr> <td>Rent Rate</td> <td>\$1,200.00</td> </tr> <tr> <td>Mgt.Fee Flat (Tax Deductible)</td> <td>- \$0.00</td> </tr> <tr> <td>Mgt.Fee 10% (Tax Deductible)</td> <td>- \$120.00</td> </tr> <tr> <td>Rent Up Fee Flat (Tax Deductible)</td> <td>- \$395.00</td> </tr> <tr> <td>Rent Up Fee 0% (Tax Deductible)</td> <td>- \$0.00</td> </tr> <tr> <td>Est 1st Month Check</td> <td>\$885.00</td> </tr> </tbody> </table>	1st Month		Rent Rate	\$1,200.00	Mgt.Fee Flat (Tax Deductible)	- \$0.00	Mgt.Fee 10% (Tax Deductible)	- \$120.00	Rent Up Fee Flat (Tax Deductible)	- \$395.00	Rent Up Fee 0% (Tax Deductible)	- \$0.00	Est 1st Month Check	\$885.00	<table border="1"> <thead> <tr> <th colspan="2">2nd Month and After</th> </tr> </thead> <tbody> <tr> <td>Rent Rate:</td> <td>\$1,200.00</td> </tr> <tr> <td>Mgt.Fee (Tax Deductible)</td> <td>- \$120.00</td> </tr> <tr> <td>Lawn Service</td> <td></td> </tr> <tr> <td> Front</td> <td>- \$0.00</td> </tr> <tr> <td> Front & Rear</td> <td>- \$0.00</td> </tr> <tr> <td>Pool Service</td> <td>- \$0.00</td> </tr> <tr> <td>Other</td> <td>- \$0.00</td> </tr> <tr> <td>Other</td> <td>- \$0.00</td> </tr> <tr> <td>Other</td> <td>- \$0.00</td> </tr> <tr> <td>Est. 2nd Month</td> <td>\$1,080.00</td> </tr> <tr> <td>Mgt.Fee Tax Savings 0%</td> <td>\$0.00</td> </tr> <tr> <td>Adjusted After Tax Savings</td> <td>\$1,080.00</td> </tr> </tbody> </table>	2nd Month and After		Rent Rate:	\$1,200.00	Mgt.Fee (Tax Deductible)	- \$120.00	Lawn Service		Front	- \$0.00	Front & Rear	- \$0.00	Pool Service	- \$0.00	Other	- \$0.00	Other	- \$0.00	Other	- \$0.00	Est. 2nd Month	\$1,080.00	Mgt.Fee Tax Savings 0%	\$0.00	Adjusted After Tax Savings	\$1,080.00
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Monday, February 8, 2016 www.managementone.com Page 1 of 1																																									

Report Navigation:

1. Subject Property Address
2. Agreed Upon Rent Range
3. 1st Month Breakdown

4. 2nd Month and Each Month-there-after Breakdown
5. Initial Start-Up Investment Breakdown

Header & Footer Information:

- a. Company Logo
- b. Office Name and Contact information
- c. Report Name
- d. Parties of Report (Prepared For; Prepared By)
- e. Date the Report was Run / Printed
- f. Page Number of Report

Email for Sales

Initial Email- E1

Click [here](#) to download the email and customize it for your company.

Thank you for considering our property management services at <your company name>. Here is the information regarding our services that we discussed. Please review it at your earliest convenience.

1. To view our services if you haven't done so already, Click here. <http://moreno.managementone.com/management-services>
2. To see what other clients think about us and our services, please click here: <http://moreno.managementone.com/owner-testimonials>

I will be calling you at the time we designate to go over the CRA (Comparable Rental Analysis), so you can see what your property will rent for.

If you're not able to keep our telephone appointment, please call me as early as possible so we can reschedule as I want to make sure I have adequate time to answer all your questions.

Kindest regards,

<your name>

Business Development

Email 2 A

Click [here](#) to download the email and customize it for your company.

(If you set the appointment to go see them)

This is pursuant to confirm our appointment on _____ at _____ am/pm at _____.

Here is a link to our management agreement for you to review before our appointment.

Click

here: https://app4.pbtnow.com/pmos/general/CA3_management_agreement.pdf

Thanks for the opportunity to present our property management services.

Here is a link to our management agreement for you to review before our appointment. (Face to face appoints only)

Click

here: https://app4.pbtnow.com/pmos/general/CA3_management_agreement.pdf

When I arrive for our appointment, we will need about an hour. After presenting all our services should we both agree to move forward in doing business together and authorizing a management agreement we would need the following:

- Keys to the property
- A deposit of \$X which I will go over in detail at the presentation.
- Homeowners Association link to a PDF if any if any association
- FOBS or Transponders to Front Gates if any
- FOBS or Transponders to POOL if you're in an Assoc if any
- Garage door remotes

In the event you would need to reschedule our appointment for some reason please contact me at your earliest.

Thank you for the opportunity, and I look forward to meeting you.

Kindest regards,

Business Development

Note if you're doing an internet presentation you will go over all of this in the presentation.

Email 2 B

Click [here](#) to download the email and customize it for your company.

(This is used if you are not able to set the appointment)

Thank you for your time today. After our phone conversation, I can see you will need more time to evaluate your options before making a decision. Take a few days, and I will contact you back shortly to answer more of your questions. In the meantime, consider these "Key" Services and Experience we provide.....

- a. Reputable Residents: We guarantee to pay all court cost and Attorney fees for any resident that would default on rent.
- b. Manage the Resident: Scheduled monthly and annual inspections of your property to make sure the resident is taking care of your property and keep them accountable.
- c. Manage your cash flow: We maximize your income with regular rent increase when the market demand is there (\$50 rent increase a year can put over \$9000 in your pocket in just 6 short years)
- d. Manage the property: We have access to a variety of reputable tradespeople for repairs and maintenance. We have all vendors on fixed pricing on all our repairs with no markup on repairs from Management One. You pay what we pay, not a penny more.
- e. Manage the legalities: With 27 years of experience in evictions, small claims court cases, and managing a property for a Judge for 6 years, we know what needs to be in the rental agreements to keep you out of most legal situations with a Resident. We also have the knowledge and experience to handle the situation should they become an issue.

Warmest regards,

Business Development

Email 3 (Break up)

Click [here](#) to download your email and customize it for your company.

(Final email before being disabled)

If you are still in the process of making a decision on whether to rent, stay, or sell your home, we completely understand. Change isn't always simple, and there are many things to consider.

Understanding the benefits and risks of property rental is the key to making the right decision. Please, if you need additional information from us, don't hesitate to ask. We'd be delighted to provide it without delay.

We plan to stay in touch over the coming months with our newsletter that highlight some of the benefits and tips on maximizing any rental property including taxes, maintenance, and property owner rights.

Kindest regards,

Business Development

Signing Up a New Account – Sign-Up Packet

Click [here](#) to download the checklist.

Items to sign up an account (face to face) some items would be on Doc u sign

1. Your PowerPoint Presentation- Over the phone will be put on the web (GoToMeeting or Join.me)
2. NPO... Fill out in m1 Solutions Software
3. Your company's 12 x 13 Glossy Folder (Optional)
4. Client Registration and Property Checklist
5. CRA (Certified Rental Appraisal)
6. Rent ranges (Optional)
7. Good Faith Estimate
8. Management Agreement
9. W-9 form for IRS
10. Insurance Example
11. Cleaning List
12. 56 Type of Turbulences
13. Referral Fee Program form
14. Key Tags
15. Direct Deposit Form
16. Directory of staff for your office

Additional or deleted items if it's a sign-up over the phone/internet and procedure

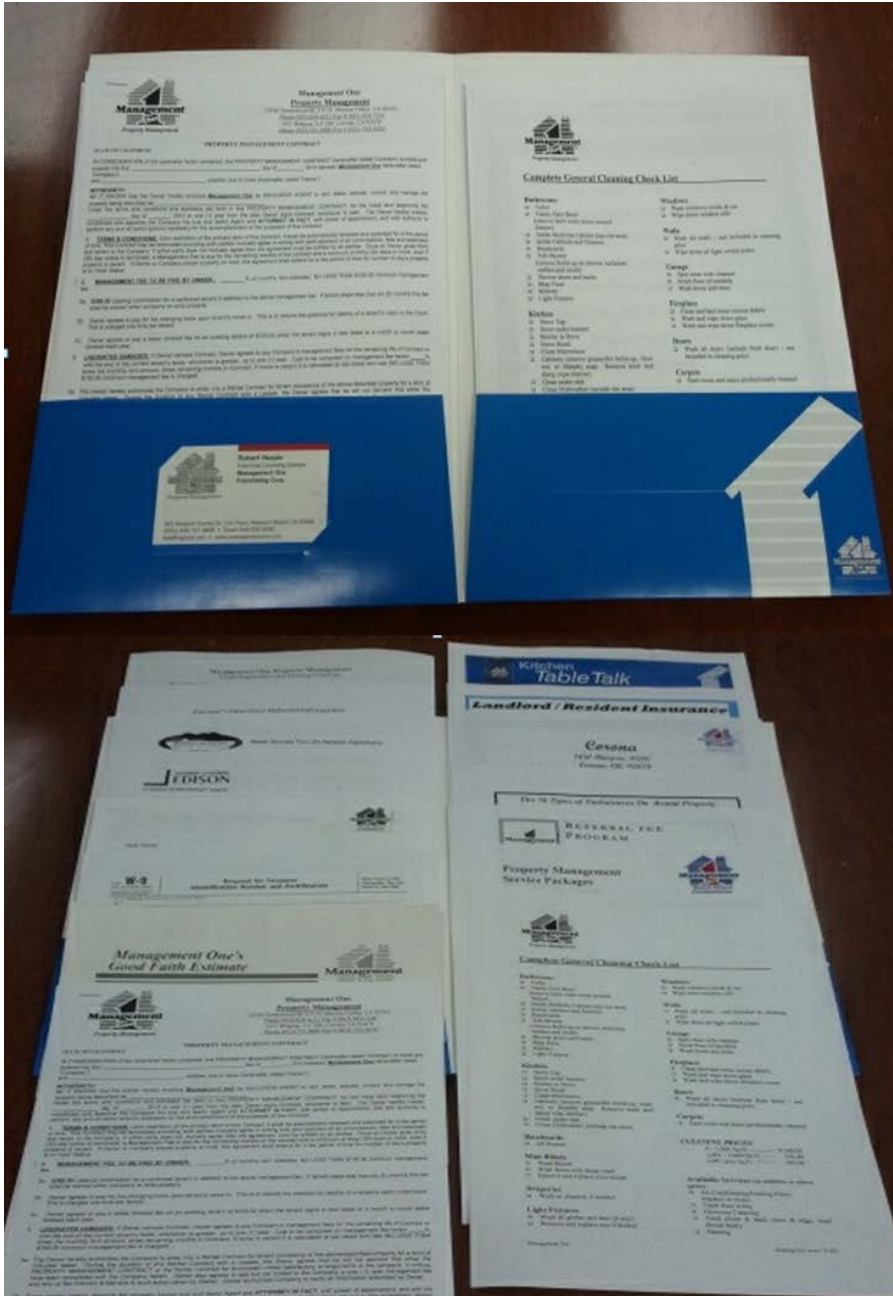
1. Cover letter
2. Less Management One Glossy Folder #3
3. All items will be in your Doc Drop under Legal Docs. Docs can be filled about during the online presentation and sent to the client via Doc U Sign or Adobe Sign.
4. Initial Deposit, Keys, fobs, etc. you would get when you meet them at the property, or they could mail them to you, but you will need to view the property before you turn it into operations.

Note prior to telephone appointment you need to email all the items to the owner in advance is recommended

Presentation Folder



Presentation Appointment Package (Face-to-Face – For an Internet presentation it's emailed to them)



Left pocket:

- Management Contract
- Good Faith Estimate
- W-9
- Out of State Owner Disclosure (if applicable)
- Utility Agreements (if applicable)

- Management One Client Registration Checklist

Right Pocket:

- Cleaning Checklist
- Referral Card (Ck your state laws on referrals)
- 56 Turbulences
- Staff Directory
- Landlord/Resident Insurance sample
- Owner Newsletter

Client Registration and Property Checklist

The client registration form needs to be filled out with each new account.

Client and Property Registration - Word



|

Client and Property Registration

Property Address(s): _____ City: _____ State: _____ Zip: _____

Community Name: _____ Comm. Mailbox #: _____

HOA Name/ Info: _____ HOA Phone #: _____

HOA Address(s): _____ City: _____ State: _____ Zip: _____

Owner(s) Name: _____ Phone: _____

Day Phone: _____ Cell Phone: _____

Owner(s) Name: _____ Phone: _____

Day Phone: _____ Cell Phone: _____

Owner(s) Address: _____ City: _____ State: _____ Zip: _____

(Your check will be mailed here if not direct deposited)

E-Mail Address: _____ Fax Number: _____

Driver license number _____

Other Partner(s) Name(s): _____ % Owned _____

[Click here](#) to download your client registration form and customize for your company.

Face to Face Client Sign-Up Checklist

Signing Up a New Account - Sign Up Packet

These items need to be prepped prior to meeting with an owner up (face to face).

1. Your Power Point Presentation... Over the phone will be put on the web (gotomeeting.com)
2. NPO... that you have begun to fill out in m1 Solutions Software
3. Your company's 12 x 13 Glossy Folder
4. Client Registration and Property Checklist
5. CRA (Certified Rental Appraisal)
6. Good Faith Estimate
7. Management Agreement
8. W-9 form for IRS
9. Insurance Example
10. Cleaning List
11. 56 Type of Turbulences
12. Referral Fee Program form
13. Key Tags
14. Direct Deposit Form
15. Directory of staff for your office

Additional or deleted items if it's a sign up over the phone/internet and procedure

16. Cover letter
17. Less Management One Glossy Folder #3

Note prior to telephone appointment it is recommended that you email all the documents to the

Click [here](#) to download and customize your checklist.

Internet Sign-Up Checklist

Welcome to the Property Management Family. Thank you for allowing us to manage your investment. Below is a checklist of items that we will need to complete the sign-up process. Please remit via FED X:

- A. A copy of current lease if you have a resident in the property now (s) If any
- B. Security deposit held for current resident If any
- C. Management Agreement, initial and sign where indicated
- D. \$349.00 Deposit, per property, to open Trust Account (\$99 Advertising - \$250 Maintenance Reserve)
- E. 3 copies of each key(s) to Property(s) - including mailboxes if applicable Min 1 set each
- F. Print out W-9 form and sign. One person only on address of property being rented
- G. Warranty Information on all appliances (A/C Units, Water Heater, Etc. Home Protection Plan Name and # of company. Expiration date of home warranty (DO NOT SEND MANUALS)
- H. Include garage remotes If any
- I. Homeowners Association rules, (PDF's Only) pool keys and contact information for the HOA Management Office

Click [here](#) to download and customize your Internet Checklist.

Hot Buttons

1. We look at residents as customers, not residents.
2. We manage a property; we don't just rent it. Renting a home is one-dimensional; managing the property is multi-dimensional. So, with professional management you get multiple dimensions, like:
 - Making it a great experience for a resident when they move-in so they will stay for years.
 - A move-in inspection upon move-in so we work out the bugs right away.
 - Monthly exterior inspections.
 - Annual interior inspections.
 - Same day response on maintenance requests.
 - Same day response to questions they have about what residents can and can't do.
 - Giving them detailed information on schools for kids changing schools.
 - Helping them set up for their move.
 - Explaining to residents in their terms why the rent has to go up when it's time.
3. When you give good timely service, they will pay 3%-10% more in rent and will stay in the property. Returning their call 5 days after they call you is not service. It's lousy service and creates vacancies.
4. Professional management with company vehicles that identify the company helps make staff and residents more accountable. If you know a Sheriff's car always sits at a particular off-ramp, then you will be sure to go the speed limit past that off-ramp. The same thing applies for residents as they know that we drive by their homes in a company-marked vehicle. We need to create an environment of self-management where the residents regulate themselves. That means there has to be accountability. We have no

direct control over the resident and so having some consequences for bad behavior is a necessity.

5. For Owners: Exposure is their key to a quick, qualified rent up and time is the enemy (vacancy) - not the management fee nor repairs. They will "pay" a management fee no matter what. When their house is vacant, they are paying equivalent to a management fee of 100%. Forget about saving \$8.00 on a faucet at Home Depot, go to a financial seminar to get knowledge on better loans and reduce your payment a \$100 a month.
6. There is no profit or glory in being Joe Manager, but you can create millions in profit by being Mr. or Mrs. Joe Investor.
7. If you're hesitating because you think a resident would damage your home, we have insurance for that, and it costs you no more than your homeowner's insurance.

Rating System

The Rating Survey is Completed at the appointment by accessing the NPO Module on the tablet.

Rating Survey

The screenshot displays the 'Prospective Owner Detail' screen in the m1 Solutions software. The interface includes a top navigation bar with options like 'BACK', 'PREV ITEM', 'NEXT ITEM', 'TRAINING', 'CMD CTR', 'ADD PPTY TO OPS', 'CRA'S', 'MGT AGMT', 'NEW CRA', 'NEW PROSP OWNER', and 'SCRIPT'. A red notification banner at the top left states 'NPO information saved!'. Below this is an 'Upload Files' section with a 'Select File' button and 'Property Photos NPO Documents' labels. The main area is the 'Rating Survey' form, which is highlighted with a red border. This form contains a list of categories with dropdown menus (0-5 scale) and a 'Notes' field. The categories are: Condition of Neighborhood, Overall First Impression - emotionally, Front Landscaping, Overall Front Exterior / Driveway / Garage Door, Condition of Appliances / Cabinets / Blinds / Screens, Condition of Flooring, Condition of Paint, Interior Condition / Cleanliness, Rear Landscaping / Patio, and Overall Rear Exterior. A 'Signature' field with a grid and a red 'SS' stamp is also present. At the bottom of the survey form are 'Save' and 'Print Preview' buttons. To the right of the survey form is a 'Property Details' section with fields for Water, Gas, Pets Allowed, Cross Street, Lawn Service, Lease Term (12 months), Citycode, Rental Code, Pool Service, Mailbox #, and Gate Code. A 'Save' button is at the bottom of this section. The left sidebar shows a navigation tree with 'Prospect Owner' selected. The footer includes 'Copyright © 2016 M1 Solutions Property Management, Inc. All rights reserved.'

From the Tree View:

1. Expand **Owner**
2. Select **Prosp. Owner**
3. Then Select an Existing **NPO / Prospective Owner** from the list

* Scroll Down and fill out the **Rating Survey** on the Bottom Right Side of the Screen, then click **SAVE**.

** You can have the **Owner Sign** to Confirm Review and Disclosure of the Survey and Conditional observations of the Property.

The Types Turbulences on a Rental Property

A list of turbulences that might be experienced on a rental property.

Turbulences on a Rental Property

The Types of Turbulences On Rental Property (Ladies and Gentlemen serving Ladies and Gentlemen)

Let's start with the Resident (Our customer)

1. They lose their job or have to move before their lease is up for personal or business reasons.
2. Does not keep scheduled appointment with repairman.
3. Does not keep their appointment with company's property inspector.
4. Cannot pay their rent on time.
5. They do not take care of the inside of property as agreed.
6. Monthly exterior inspections find resident is not taking care of landscaping properly.
7. They get a dog after they move into the property that does not allow pets.
8. Late fees aren't paid immediately when owed.
9. Repair is resident's expense but owner has to pay repairman first and then get reimbursed.
10. Resident vacates and owes more than security deposit being held.
11. Doesn't comply with all CC&R's (covenant, conditions and restrictions) in association governed communities.
12. We have to evict for non-payment of rent.
13. Residents may not want to pay rent increase.
14. Constant repairs from a particular resident.
15. Vandalism to property.
16. Resident damages the property

Repairman/Sub-Contractors:

1. Repairman does not call within 24hours to set appoint to come out to fix the item due to their schedule.
2. Resident moves in and you get charged for more work orders after you just paid for rehabbing the house when it was vacant.
3. Repairman does not show up for a schedule appointment.
4. Parts have to be back ordered.
5. Repairman does not return to finish the job when they said they would.
6. Repairman does not repair it right the first time.

Click [here](#) to customize your list of turbulences.

Direct Deposit

Direct Deposit Form w. opt out



PayLease Inc.
5790 Miramar Rd.
Suite 201
San Diego, CA 92121

Toll Free: (866) Pay-Lease
Phone: (858) 657-9381
Fax: (866) 492-2883
E-mail: support@paylease.com

Direct Deposit for Owners/Vendors

*Name of Management Company: _____

Check One of the Following: New Enrollment Add or Change Checking Account

Company/Individual Name Telephone # E-mail Address

Address City State Zip

Bank Name Routing Number (9 digits) Checking Account #

Your Company, Inc.
1234 Street Address
YourCity, CA 38645

2400
91-548/1221

PAY TO THE ORDER OF _____ \$ _____
DOLLARS

FOR _____

⑆ 22 105278 ⑆ 672430 1066 ⑆ 2400 ⑆

Routing Number Account Number Check Number Fractional Number

*Please attach a voided check to top of check sample above
**Please make sure a voided check from the account is given and not a deposit slip
I hereby authorize PayLease Inc. to deposit any amounts owed to me, as instructed by the Management Company listed above, by initiating credit entries to my account at the financial institution (hereinafter "Bank") indicated on this form. Further, I authorize Bank to accept and to credit entries indicated by PayLease to my account. In the event that PayLease deposits funds erroneously into my account, I authorize PayLease to debit my account for an amount not to exceed the original amount of the erroneous credit.

Owner/Vendor:
Print Name _____
Signature _____
Date _____

I do not agree to have any amounts owed to me to be deposited directly in my account and would prefer a physical check sent to the address of my choice. I acknowledge that there will be an additional charge, as an administration fee, for sending a physical check.



Signature _____
Print Name _____ Date _____

Landlord / Resident Insurance

Handout

Landlord / Resident Insurance

- 1. Malicious Intent** - If the tenant damages your property inside or out it covers you!
- 2. Loss of Rents** - If your home burns down or is made inhabitable because of the tenant, they will pay you the same rent the tenant was paying!
- 3. Vandalism** - Will cover damages if someone breaks into the property!
- 4. Fire & Liability** - Standard Coverage!



Management One is not a SECURITY COMPANY.
It's each owner responsibility to make sure that the correct coverage is on the property.

951-735-2000

www.managementone.com

Click [here](#) to download and customize your flyer.

Sales Tools

TIE DOWNS:

- Doesn't it?
- Wouldn't you agree?
- Wasn't it?
- Don't you?
- Isn't that right?

EMOTIONAL CLOSE:

As you're creating this dialog you need to be conscious of the following:

1. **Diagnosis** (*Listen twice as much as you speak*)
2. **Find their pain** (*Example- res leaves in middle of night or damages the property*)
3. **Make it terminal** (*Example- Some people take 9 months to get resident out.*)
4. **Give them the solution** (*which is one of the Your services that will take away their pain.*)

LOGICAL:

- Discuss cash flows and bottom line
- Use fee option breakdown
- Cash flow analysis Rent vs. Sell
- Good Faith Estimate

ALTERNATIVE OF CHOICE:

Which day would you like to schedule an appointment on, Wednesday or Friday?

Ans. -Friday

What time of day would you prefer, in the morning or the afternoon?

Ans. -The afternoon is better for me.

Is it better at 1pm or 3pm?

Ans. -1pm, I can be home at that time

Objections

Click [here](#) to download and customize your Objections

Objections - Word

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.

Reports

Click [here](#) to download the reports checklist.

New Accounts Reports

Reports

End of Month Checklist on New Accounts- *Send to Management:*

1. Prospective owner Referral Call Ledger
2. New Account Ledger
3. Referral Calls Worksheet
4. Sales Report (weekly)
5. Fill out Referral Fees form (Take from new accounts ledger)

Monthly Goals

Click [here](#) to download and customize your monthly goals.

Monthly Goals for New Accounts

Monthly Goals

Example only (not to be construed as a guarantee to what you can achieve)

Number of calls to field per month _____

Appointments- face to face or internet sign ups (25% of calls) _____

Accounts signed (20-25% of calls) _____

(You should be signing 85% of the appointments you have all the questions should have been answered before the appointment and the prospective owner should be told you are having the appointment to sign the contract and get a deposit)

Referral Fees

Owner & Resident Referrals

In most states, it is better to just give an owner one month's management fee for free.

	Owners Referral Rewards Program Receive up to \$600 For ONE Referral	
	SILVER Refer 2 Owners or Bring on 2nd Property of your own	GOLD Refer 3+ Owners or Bring on 3rd Property of your own or Any Combination
1 Month's Management Fee is FREE up to \$300	Yes	Yes
Free One Hour Personal Real Estate Planner Consultation	Yes	Yes
Starbucks Card (monthly) - \$10 ea. month for 1 year - \$120 Value	Yes	Yes
Free Annual Real Estate Planning Check Up		Yes
9% Mgmt Fee for 1 year on 1 Property – Avg Value \$204 Value		Yes

Agent Referrals

 Broker/Agent Referral Rewards Program Earn up to \$320 for every owner referral when you become a 'Gold' member	SILVER	GOLD
	Refer 1st Owner	Refer 2nd + Owner
Monthly Newsletter on Rental Market	Yes	Yes
\$200 Cash Reward	Yes	Yes
\$10 Monthly Starbucks Card for 1 year \$120 Value	Yes	Yes
Annual Dinner-Courtesy of Management One		Yes
Priority CRA Rental Analysis		Yes

Client Protection Contract to Real Estate Agent for Owner Referral



Management One Moreno Valley

23846 Sunnymead Blvd. #10
Moreno Valley, CA 92553
Phone: 951-924-4315 Fax: 951-924-7241

Saturday, July 30, 2016

Management One and Agent Contract

This agreement is made on the [REDACTED], [REDACTED] by and between **Management One** and [REDACTED], (herein "**Agent**") and is made with respect to the real property located in the County of [REDACTED] described generally as follows:

Subject Property: [REDACTED]

Client: [REDACTED]

Management One and **Agent** agree as follows:

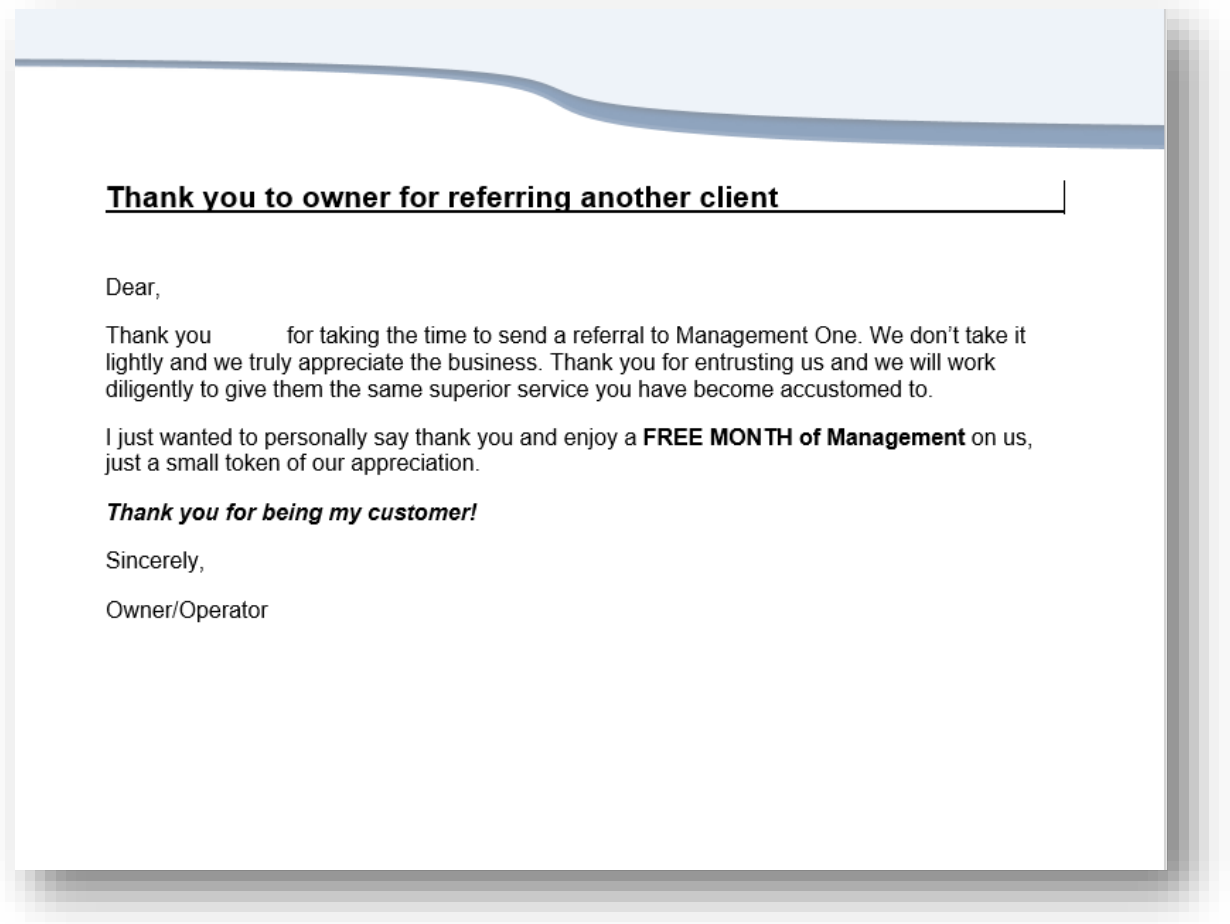
1. **Agent** has given **Management One** information relating to said property and his or her client.
2. **Management One** agrees not to release information on said client or property.
3. In the event **Agent's** said client elects to sell, lease, exchange or any other transaction with respect to said real property, **Management One** will not represent **Agent's** client and will furthermore contact **Agent** of such.
4. In addition, if **Agent's** client elects to purchase additional property, **Management One** will not represent **Agent's** client, but will forward information to **Agent** so they may possibly make a sale. In the event an outside agent sells **Agent's** client a property, **Management One** is not to be held liable.

This document is found in **LEGAL DOCS** in the M1 Software.

Letter to Owner for Referral

These letter templates are in the M1 Solutions Software under Letters

A Client They Referred to You



Click [here](#) to download and customize your letter.

Owner signs additional property

Thank you letter to owner for signing an additional account

Dear,

Thank you _____ for giving us the opportunity once again. We don't take it lightly and we truly appreciate the business. Thank you for entrusting us and it's exciting to see you build your portfolio of rental homes and we're glad to be a part of it.

I just wanted to personally say thank you and enjoy a **FREE MONTH of Management** on us, just a small token of our appreciation.

Thank you for being my customer!

Sincerely,

|

Owner/Operator

Click [here](#) to download and customize your letter.

2 Minute Elevator talk

This is used with Real Estate Agents in order to secure a 20 minute in office presentation. [Click here](#) to download and customize your Elevator Speech.

2 Minute Elevator talk- New Accounts

2 Minute Elevator talk

This is to get Agents leads in person or over the phone to get a sit down 20 min PPT Pres. You can use this at Board meetings or any Real Estate function or cold call Agents.

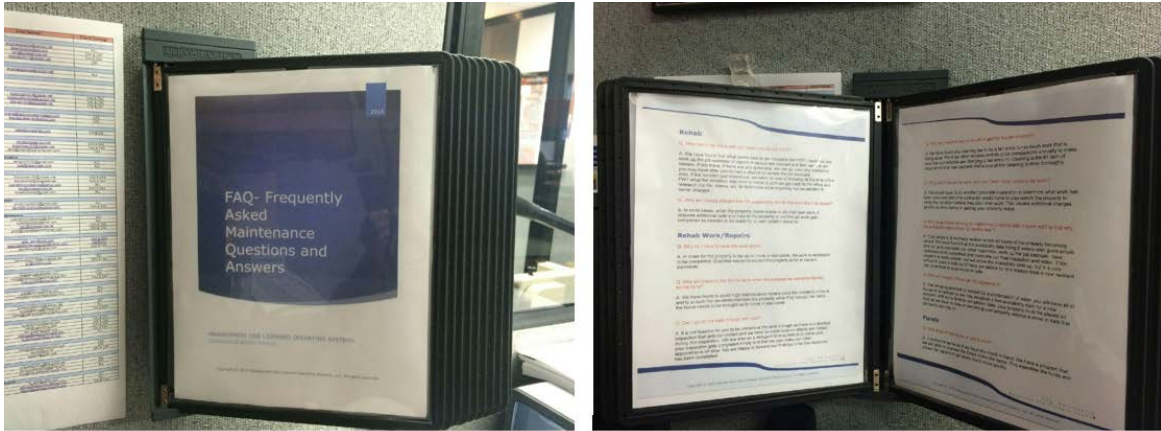
Your speech is this:

- Been in business X years
- We're using a property management system that has rented, rehabbed, and management over 10,000 Single Family Homes in 30 years
- We have the experience and knowledge that supersedes other management companies
- We have a fabulous program for you the agent/broker
- Here is what we do for Agents - Hand them brochure, or e-mail this from the New Prospective Owner (NPO) Screen.
 1. Owner Referral of X
 2. Resident Referral of X
 3. Protection of the property you're referring us
 4. Protection of your client
 5. Guarantee you a commission if our resident buys the property
 6. Free Comparable rental analysis so you give the right rental rate to your owner Internet and MLS rates are 14% higher than what they actually rent for, so on a \$2000 rent you're about \$300 off each month

FAQ- Frequently Asked New Account Questions and Answers

[Click Here to Download MS Word .docx file](#)

Quick Reference Flip Chart



It is recommended that the following Frequently Asked Questions are printed and displayed in a Hanging Flip Chart in the Station or Cubical of the Leasing Consultant Division for Quick Reference.

This way the information is not hidden on the computer somewhere, and it gives any new person the advantage they need for quick responses as well as providing superior customer service as they appear very knowledgeable from the very first day.

[Click Here to acquire your own "Wall Reference Organizer."](#)

Guarantees on Performance

7 Performance Guarantees

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 fee 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.

Click [here](#) to download and customize your guarantees.

5 Minute Stadium Speech

[Click here](#) to download and customize your Stadium Speech

5 Minute Stadium Speech-New Accounts

5 Minute Stadium Speech

This is a **5-minute stadium speech** that can be used if you're on a panel in front of a few hundred people or even one on one. This really tells someone the difference between self-management and professional property management in less than 5 minutes.

Use YES/NO to engage the audience.

Thank you my name is "*Your Name*" the "*Your Title*" of "*Your Company*"

Self-Management (vs) a Professional Property Management Company is an hour topic but I will keep it to just a few key points today.

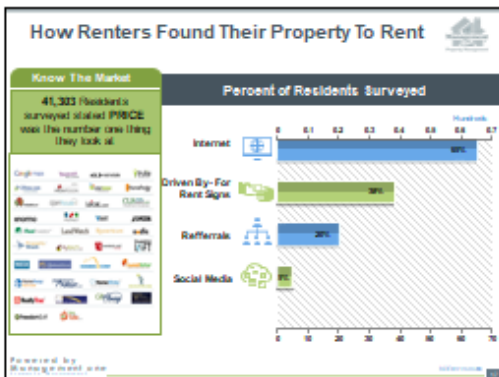
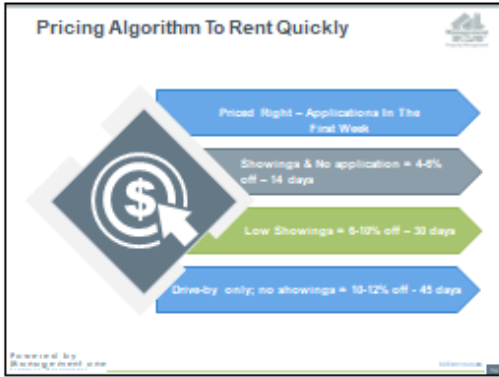
Self-Management

- **The biggest reason to use a professional management company is knowledge and Experience.** Most property management companies have management hundreds of homes and properties at "*Your Company*" we have **Leased, Rehabbed, and managed over 10,000 houses.**
- Second you can only purchase and manage about **1-2 properties before it becomes a full time job** and starts taking away your family and personal time
- In self-management owners/investors never raise rents in fear of losing a resident this can **cost you \$9000 over 5 years**
- Managing the property, yourself you are **emotionally attached therefore your vision will be blurred as mine would be**
- In Self- management owners/ investors use **unlicensed and uninsured repairman** to cut their repair cost.

New Property Account Presentation

Owner New Property Acct Pres PowerPoint





Agent to Agent



- Board of Resident Meetings
- Electronic Keys
- U.S. & Thousands of Rental Agents
- We Pay Up to \$300

Management One strategically advertises your property in several publications

Powered by Management One

Company Direct to Current and Prospective Residents

Extended Market


Over **7,000** current, past and prospective Management One residents



We Pay referral fees to Agents who refer a **NEW** confirmed resident

Powered by Management One

Search Engines; Google, Facebook, and Yahoo



Powered by Management One

How We Rent Your Property Faster with our 24/7 Renters Scheduling System

- New residents can schedule a viewing **24/7**
- 80% of residents want a schedule
- 80% want to view vacant properties
- Residents are cleared
- Residents view vacant properties 7am to 10pm 7 days a week and holidays
- Residents are booked 2hrs prior to confirm showing
- Residents are contacted re viewing property in 6 hours application

Our Renters System RENT S Your Property **25%** Faster



Powered by Management One

Action For Rent Signs



How to get your property rented quickly?

- Professional "For Rent" signs increase your exposure
- 38% of residents surveyed said they drive by the properties to find a property to rent

Powered by Management One

Keep Your Residents With Sufficient and Qualified Staff

- 100-Day training requirement
- Written testing requirements and must have 90% rating or higher to work on your properties
- Advanced training in each division every month

Knowledgeable and Experienced Staff Reduce Your

Powered by Management One

Managing The Resident

Resident Orientation Celebration

Long term residency starts with building rapport

Paying on time is expected & this is expressed in detail with new resident

Residents are to take care of your property

Powered by Management One

Timely Customer Service = Long Term Residencies

The truth about creating a long term residency

The biggest reason residents move is because of maintenance, not rent increases

Email survey is sent to the resident 14 days after work order is issued to check:

- Did the repairman show up on time?
- Was the repair completed 100%?
- Did the repairman clean up after the repair was made?

Poor customer service creates higher turnover of your residence

Powered by Management One

Owners Estimate Of Fees For Services

Good Faith Estimate, Fees and Agreement

Powered by Management One

Perceived Services Compared To Actual Services

- Set the Rental Rate
- Inspect and make Property Good Ready
- Set up all internet and media advertising
- Use studies of the Rental Market
- Comply with all Air Housing Laws
- 30 day up all Lease Agreements and Add's
- Use Keyless calls in middle of the night
- Manage repairs
- Take photos of repairs before and after
- Security Deposit: Deduct corrects
- Advance inspections (probing) with photo
- Annual inspections, 15 page report to City/State
- Post violation notice on rented property
- Renew & case with
- 48 hr. Disinfectant
- 48 hr. Contact Contracts
- Video property
- Install "No Rent" tags
- 100% Tax Collection
- 48 hr. Eviction and Management
- Court Appearance
- 48 hr. Evict checks and statements
- Prepare and send per in tax statements
- And much more....

Powered by Management One

Fees for Services

Management One's Fees

Economy Package	Premium Package
AFFORDABLE	BEST VALUE
\$99 per month (includes one month free)	\$99 per month (includes one month free)
<ul style="list-style-type: none"> Basic contract Identify the customer Make property Install "No Rent" tag Take photos Internet advertising 100% tax collection Thorough check-out process Storage repair Take report with 15/15/15 Owner Login Portal 	<ul style="list-style-type: none"> Best contract Identify the customer Make property Install "No Rent" tag Take photos Internet advertising 100% tax collection Thorough check-out process Storage repair Take report with 15/15/15 Owner Login Portal Eviction Contract Cost Agreement Eviction (per jurisdiction) with photo Annual inspection (if agreed with photo) Post violation notices Review & case with 48 hr. Disinfectant 48 hr. Contact Contracts Video property Install "No Rent" tags 100% Tax Collection 48 hr. Eviction and Management Court Appearance 48 hr. Evict checks and statements Prepare and send per in tax statements And much more....

Optional: Premium Package - offers full coverage for a 10% monthly fee, less your tax savings on the fee.

Powered by Management One

Managing Your Cash Flow

Professional Property Management Pays Their Own Way!

Example:

Flow (rent) \$50.00 a month per year and it puts \$12,600 more in your pocket in 5 years.

Repairs will come, we will build your real egg in advance

Powered by Management One



Actual Fees Management One Receives



1 1/2%

1 1/2 % goes to IRS and State Taxes

Leaving 1 1/2 % to the company

Powered by Management One

Managing the Maintenance and Vendors



Property Inspections

Monthly exterior inspections with photo

Reduces violations 80%

Residents are fined \$50, \$150, \$250 for violations. Fines increase if not corrected

Powered by Management One

Property Inspections



Property Inspections

Annual Inspections
This is a remarkable report. We have a scheduled appointment with your resident each year.

You are sent a 15 page report with the condition of each room and entrance.

Powered by Management One

Property Inspections - Between Residents



Job Estimate

You receive a detailed estimate with prices prior to work being done.

Then it's ready for the next resident.

You rent the funds.

Work is done by vendors in 3 days or less!

Then we re-inspect property to check all work completed.



Powered by Management One

Maintenance Repairs - No Mark Up

Pre-set "Maintenance Price List" on 600 items to reduce days property is vacant

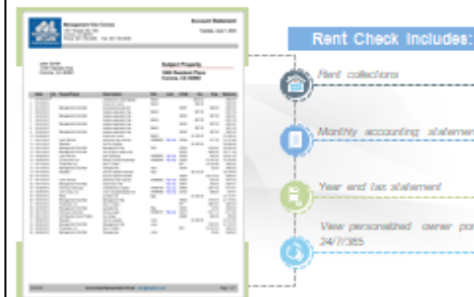
Item Name	Category	Brand	Quality	Label Price	Label Cost	Material Price	10% mark up	Mark Up	10% mark up	Mark Up	Mark Up
Plumbing	Plumbing	Brand	Quality	Label Price	Label Cost	Material Price	10% mark up	Mark Up	10% mark up	Mark Up	Mark Up
Plumbing	Plumbing	Brand	Quality	Label Price	Label Cost	Material Price	10% mark up	Mark Up	10% mark up	Mark Up	Mark Up
Plumbing	Plumbing	Brand	Quality	Label Price	Label Cost	Material Price	10% mark up	Mark Up	10% mark up	Mark Up	Mark Up

With our fixed price list we control your maintenance repairs and reduce overcharges

Powered by Management One

Rent Payment Process

(Includes invoices on hyperlink and photos of repairs)



Rent Check Includes:

- Rent collections
- Monthly accounting statement
- Year end tax statement
- Use personalized owner portal 24/7/365

Powered by Management One

Financial Statements

Year to Date Account Statement

Monthly Owner Statement

Electronic Access

Your-to-Date Cash Flow Statement

Year-End 1099

Powered by Management One

Managing The Legalities Of Your Investment

Qualifying Process

- Debt to Income (DTI) Ratio
- Employment Verification Current/History
- Landlord Verification Current/Previous
- Check Credit for delinquencies & pay pattern
- Check Court Records for Evictions, Foreclosures, Judgments

Gross household income must be 3 x rent cost

If you have an eviction, you don't pay the \$800 - \$1200 WE DO on premium service!

Our eviction rate on over 10,000 properties is less than 1%

FICA scores are available

Powered by Management One

Managing The Protection Of Your Property

Landlord - Resident Property Insurance

- Malicious Intent**: Protects you if the resident damages the property above normal wear and tear. Only 1% of all managers have this.
- Loss of Rents**: Pays you your monthly rent up to a year if the property becomes uninhabitable due to fire or theft.
- Vandalism**: Covers damage if someone breaks into your property. This coverage is not available being covered for 30 days.
- Fire Liability**: Your standard coverage for a homeowner policy. A homeowner policy is NOT the policy you want. You will pay more and have a lot less coverage.

Powered by Management One

Connection With You

Table Talk

Newsworthy

Owner Investor Newsletter

Amazing it's been written for 22 years and we've never missed a month.

You can view on your phone, tablet, desktop or in the mail.

Powered by Management One

Partnership Agreement

Management One

- Manages the resident
- Manages cash flow
- Leasing
- Repairs
- Inspections
- Accounting

Vendor

- Must be licensed & insured
- Must give timely service as a resident
- Give estimates as needed
- Agree to our pre-set maintenance pricing

Owner

- Move out of property as agreed
- currently living in property
- Responds timely when needed
- Respond within 48hrs of contact
- Obtain the proper property insurance

Resident

- Maintain property
- Pay rent on time
- Notify us of repairs

Powered by Management One

Testimonials from our current clients

Customer References

Mr. Stephen Smith
2017-01-01
2017-01-01

Mr. John Doe
2017-01-01
2017-01-01

Mr. Jane Smith
2017-01-01
2017-01-01

Mr. Bob Jones
2017-01-01
2017-01-01

Mr. Alice Brown
2017-01-01
2017-01-01

Mr. David Green
2017-01-01
2017-01-01

Mr. Emily White
2017-01-01
2017-01-01

Mr. Frank Black
2017-01-01
2017-01-01

Mr. Grace Blue
2017-01-01
2017-01-01

Mr. Henry Red
2017-01-01
2017-01-01

Mr. Ivy Purple
2017-01-01
2017-01-01

Mr. Jack Gold
2017-01-01
2017-01-01

Mr. Karen Silver
2017-01-01
2017-01-01

Mr. Leo Bronze
2017-01-01
2017-01-01

Mr. Mia Copper
2017-01-01
2017-01-01

Mr. Noah Nickel
2017-01-01
2017-01-01

Mr. Olivia Tin
2017-01-01
2017-01-01

Mr. Peter Lead
2017-01-01
2017-01-01

Mr. Quinn Zinc
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2017-01-01

Mr. Ryan Iron
2017-01-01
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Mr. Sarah Steel
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Mr. Tom Nickel
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2017-01-01

Mr. Uma Tin
2017-01-01
2017-01-01

Mr. Victor Lead
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2017-01-01

Mr. Wendy Zinc
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Mr. Xavier Iron
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2017-01-01

Mr. Yvonne Steel
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2017-01-01

Mr. Zach Nickel
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2017-01-01

Mr. Adam Tin
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Mr. Bella Lead
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Mr. Carl Zinc
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Mr. Dana Iron
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2017-01-01

Mr. Eric Steel
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Mr. Fiona Nickel
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Mr. George Tin
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Mr. Hannah Lead
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Mr. Ian Zinc
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Mr. Dana Nickel
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2017-01-01

Mr. Fiona Lead
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2017-01-01

Mr. George Zinc
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2017-01-01

Mr. Hannah Iron
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Mr. Ian Steel
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Mr. Jack Nickel
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Mr. Karen Tin
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Mr. Leo Lead
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Mr. Mia Zinc
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Mr. Noah Iron
2017-01-01
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Mr. Olivia Steel
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2017-01-01

Mr. Peter Nickel
2017-01-01
2017-01-01

Mr. Quinn Tin
2017-01-01
2017-01-01

Mr. Ryan Lead
2017-01-01
2017-01-01

Mr. Sarah Zinc
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Mr. Tom Iron
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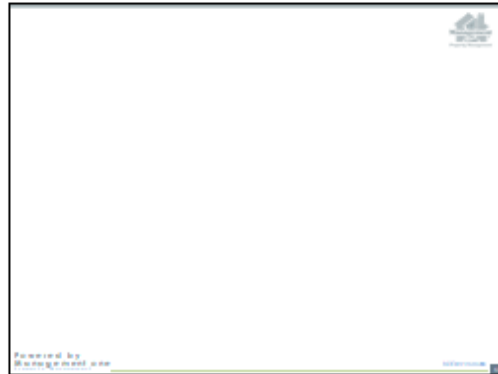
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Hidden Management Fees Self Manage (vs) Professional Management

Six Year Management Fee Comparison

Year	Self Manage	Professional Management	Final Mgt Fee
1	\$0	\$150	\$150
2	\$0	\$150	\$300
3	\$0	\$150	\$450
4	\$0	\$150	\$600
5	\$0	\$150	\$750
6	\$0	\$150	\$900
7	\$0	\$150	\$1,050
8	\$0	\$150	\$1,200
9	\$0	\$150	\$1,350
10	\$0	\$150	\$1,500

If YOU are managing it and you like it, Professional Property Management Doesn't Cost, it SAVES!

Powered by Management One

Fees for Services

Management One's Fees

\$150 Basic Package with Options has your best savings on the fee.

Optional

10% Premium Package – offers full coverage for a 10% monthly fee, has your best savings on the fee.

\$150 per month

- ✓ Rent collected
- ✓ Monthly fee statements
- ✓ Video property
- ✓ Annual "Top Rent" sign
- ✓ Take photos
- ✓ Internet advertising
- ✓ 24HR fax statements
- ✓ Electronic checks & statements
- ✓ Manage repairs
- ✓ 24hr repair calls 24/7/365
- ✓ Owner/tenant Portal

10% per month

- ✓ Rent collected
- ✓ Monthly fee statements
- ✓ Video property
- ✓ Annual "Top Rent" sign
- ✓ Take photos
- ✓ Internet advertising
- ✓ 24HR fax statements
- ✓ Electronic checks & statements
- ✓ Manage repairs
- ✓ 24hr repair calls 24/7/365
- ✓ Owner/tenant Portal
- ✓ Eviction assistance
- ✓ Eviction proceedings
- ✓ Annual inspections (90 day report with photos)
- ✓ Post condition notices
- ✓ Review & repair needs
- ✓ File & log notices
- ✓ File document requests
- ✓ Post notice referral fees to agents
- ✓ Meet with checks and statements
- ✓ Unidentified signs for property

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Keyboard System

The keyboard is a color-coded board which is labeled with the property address on each tag along with 3 hooks for sets of keys and relevant tags. The Color-coded sections denote the current level of occupancy/vacancy and correlate directly with 3 reports;

1. (ILR) Internal Leasing Report
2. (RML) Resident Move-in Ledger
3. (COL) Close-Out Ledger

Keyboard Color Code



The keyboard is organized and segregated by 5 Colors which correlates directly with 3 reports; (ILR) Internal Leasing Report, (RML) Resident Move-in Ledger & the (COL) Close-Out Ledger; as well as denotes the current level of occupancy.

Orange- Owner occupied

Blue- Vacant

Green- Resident occupied

White- Rented/Move-in

Yellow - Closeout

Color Categories Explained

Orange Label- **Owner occupied**

Owner is still occupying property so you cannot check out keys to this property to anyone and the property must be personally shown (3 sets of keys on the board at this time) (the property address & the scheduled move out date to be noted on the tag)

Blue Label - **Vacant**

Property is vacant (please note the Property Inspector must walk the property before it's deemed vacant; an owner or a resident turning in keys is not considered vacant and details of this will be covered in training as to why) (2 sets of keys and a red tag on the board at this time) The property inspector will change the keys to a Blue Tag once the first walk through has been completed.

Green Label - **Resident occupied**

Current Resident is still occupying the property so you cannot check out keys to this property to anyone (there would only be 1 set of keys on the board at this time) (The property address & scheduled move out date to be noted on the tag)

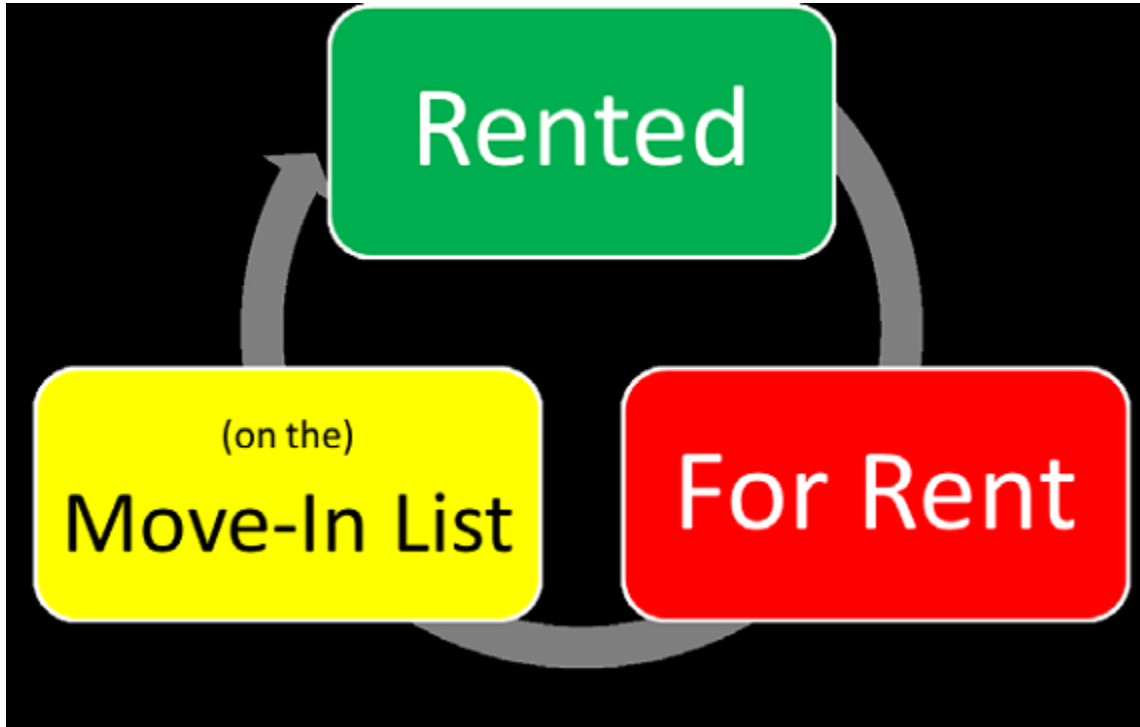
White Label - **Rented / Move-in**

Property is rented and waiting for the new resident to move in (1 set of keys if the property is still occupied; 2 sets of keys and a red tag if the property is vacant) (the property address & the scheduled move in date to be noted on the tag)

Yellow Label - **Closeout**

These tags are for all properties that are being closed out after a resident moves out. (the property address & scheduled move out date to be noted on the tag)

Key Board Statuses & Rental Categories



There are only 4 statuses a property will be in, in our inventory.

1. For Rent
2. Move-in
3. Rented
4. Closeout

There are only 4 categories that properties will come from, "for rent," and will either have an (NPO) New Prospective Owner sheet or a (BOM) Back on Market sheet.

- (N) New Accounts-NPO
- (R) Re-rent-BOM
- (E) Evictions-BOM
- (B) Breaking of Lease-BOM

Additional Tags

White Tag with Writing ("Keys to be made") **New Account**

If Owner Occupied - An Owner is to turn in 3 sets of keys when the sign as a new account, however, if the owner only has one set to turn in, the keys will be placed on the board with two tags that state "Keys to be Made" until the Property Inspector has been able to make copies.

White Tag with Writing (R - OCC) Resident Occupied

If Resident Occupied - When a property is a "Back-on-Market" or a "Closeout", then the one set of keys, kept on file in the office, will be placed on the board with two tags that state "Keys to be Made" until the Resident vacates and turns in the two sets they have.

White Tag with Writing ("Staff Member's Name") Keys are Checked Out

If a Staff member has checked keys out for a Showing or to Personally Show, they will replace the key set with a key tag that has their name on the board so that anyone can see who is responsible for the keys that are checked out.

White Tag with Writing ("Owner") Keys are Checked Out

If the property is Vacant, and the Owner has decided to manage the Rehab himself, he would then check out a key from the office or may have his contractor check a key out. For each set of keys checked out, they would be replaced with a tag stating "Owner" so you know the owner has them. A "check out key" form would also have been signed by the owner or their contractor.

3 sets of keys with White Address Tags (V - VAC) Vacant


The Occupant has vacated, and all keys are on the board

Red Tag- Lockbox on property

One set of keys is taken from the board placed in a lockbox secured at the property on the front door. The Keys on the board are replaced with a Red Key Tag (this is only on vacant properties, once the First Walk Through (FWT) has been performed by the Property Inspector)

M1 Rehab Algorithm "For Rent" Inventory Tool

M1 Rehab Algorithm "For Rent" Inventory Tool

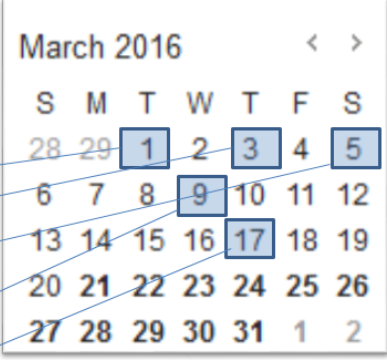


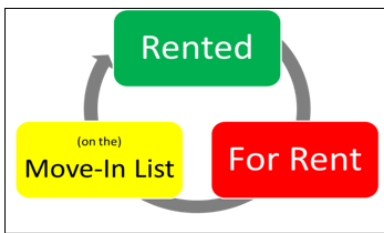
LMS (Leasing Maintenance Status)
Availability Date

(Status codes correspond to each number of days remaining)

- **OCC** (Occupied) - 17 calendar days to move-in
- **FWT** (First Walk Thru) - 15 calendar days to move-in
- **WF** (Waiting for Funds) - 12 calendar days to move-in
- **WBDO** (Work Being Done by Own) - 12 calendar days to move-in
- **WBD** (Work Being Done by Mgt One) - 8 calendar days to move-in
- **COM** - (Ready - Can Move in Anytime) - 0 days until move-in

For Total Transparency to all Staff





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Management One
Property Management

This algorithm is used to determine the Date a property can be available for a Resident to take possession.

To work this Algorithm, one must countdown or count backward, meaning on day one (i.e., the property is Vacant, and the Property Inspector can perform his initial [FWT] First Walk Through) the schedule affords 17 days until the property is available for move-in.


As the schedule progresses, each status acts as a milestone with a certain number of days afforded for that phase in the process. It will be very apparent if there is an issue in meeting the deadline to make this property available by the calculated date, if the property status does not correlate with the calculated days in the process. For example, if today's date is the 11th, and the property is committed to a New Resident to be ready on the 17th, then the status needs to be (WBD) Work Being Done in order to be on schedule. If the Status is still (WF) Waiting Funds from the owner, then the number of days


available for the contractors to complete the work and the time needed for the Property Inspector to perform the Final Walk Through is now greatly restricted and chances are the Resident Move-in Date will have to be pushed out, which can cause a number of issues on all parties including expenses and scheduling.

-All Properties must correlate their position on the keyboard with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

M1 Rehab Algorithm "For Rent" utilizing the Internal Leasing Report (ILR)

M1 Rehab Algorithm "For Rent" Integrate with M1Software





Management One Moreno Valley
23846 Sunnymead Blvd. #10
Moreno Valley, CA 92553
Phone:951-924-4315 Fax:951-924-7241

Internal Leasing Report
April 25th 2016

ADDRESS	City Code	Sqare Feet	Stories	Baths	Flng/Bse	Chems Air	Patio Covered	Patio Slab	Lawn In	Lawn Service	# Car Garage	Pool	Spa	Pets	Misc Occupancy	Available	Occupied By	Days On Market	Calls	Person Shows	Tenant Shows	Current Rent	High Rent	Low Rent	Appt Running	Appt Delayed	Appt Status	LIB	Rental Code	Cross Streets
5697 Abernathy Dr.	RV	2200	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	7	6	READY	V	71	18	4	0	1875	1995	1875	0	0	COM	E FAIR ISLE/ABERN	
25751 Cayenne Ct	MV	1200	2	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	6	MHOLD-CO	V	23	0	0	0	1345	1345	1345	0	0	WBD	N *COTTONWOOD*	
19617 Crestmont Pl	RV	3500	3	5	3	Y	Y	N	Y	FB	N	2	Y	Y	7	7	11/28/2012	O	13	4	0	0	2395	2395	2200	0	0	OCC	N TRAUTWEIN	
24116 Finley	MV	1550	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	6	12/20/2012	T	23	4	2	0	1225	1275	1175	0	0	OCC	R BRODIE/EAHEAC	
24281 Finley Dr.	MV	1524	1	4	2	Y	Y	N	Y	F	N	2	N	N	0	6	11/16/2012	V	69	17	2	0	1200	1375	1175	0	0	WBD	R HEACOCK/CACT	
1688 Flory Dr	PE	1188	2	3	2	N	Y	N	Y	FB	N	2	N	N	0	5	11/23/2012	V	27	2	1	0	1250	1295	1175	0	0	FWT	N PERRIS/NOEVO*	
27774 Glassstone	MV	3200	2	5	4	Y	Y	Y	Y	FB	Y	3	N	N	0	7	12/1/2012	T	1	0	0	0	1995	1995	1795	0	0	OCC	R MORENO/BEACHOFF	
1635 Gloria	HT*	1600	1	4	2	Y	Y	N	N	FB	N	2	N	N	7	8	READY	V	129	45	13	0	1100	1395	1100	1	1	COM	NGEATON/SANDER	
25443 Hawkwood Trail	MV	1848	1	3	2	Y	Y	Y	Y	F	N	2	N	N	5	5	12/29/2012	T	6	0	0	0	1450	1450	1250	0	0	OCC	R PERRIS/IRONWIC	
2222 Jornada	PE	1619	2	4	2.5	Y	Y	N	N	FB	N	2	N	N	0	6	READY	V	31	3	1	0	1375	1395	1295	0	0	COM	E REDLANDS/SORAL	
14611 Justin Pl.	MV	1168	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	5	11/16/2012	V	38	14	4	0	1175	1195	1095	2	2	WBD	E INDIAN/CACTUS	
16701 Kellenburg Ln	MV	1963	2	5	3	Y	Y	Y	Y	FB	N	2	N	N	0	6	HOLD-INS	V	2	0	0	0	1425	1525	1425	0	1	FWT	R PERRIS/KRAMEF	
15200 Legendary Dr	MV	3089	2	5	3	Y	Y	N	Y	FB	N	3	N	N	7	7	12/12/2012	T	17	8	1	0	1895	1895	1795	1	1	OCC	R MORENO/BEAC*	
24473 Lonia	MV	1600	2	3	2	Y	Y	Y	Y	FB	N	2	N	N	0	5	Tx30	T	49	34	5	8	1100	1200	1100	0	1	OCC	B INDIAN/KYLOS	
12930 Montecito Dr.	MV	1000	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	5	11/23/2012	V	31	16	4	0	1175	1225	1025	1	0	AT	FWT	R Euclalyptus/Lesse
23778 New England Dr	MV	1497	1	3	2	Y	Y	N	Y	N	2	N	N	N	0	5	MHOLD-CO	V	31	3	0	0	1325	1325	1325	0	0	FWT	N *GRAHAM/MALLEE	
13048 Ninebark	MV	1341	2	3	2	Y	Y	N	Y	FB	N	2	N	N	0	5	MHOLD-CO	V	8	0	0	0	1125	1125				N *EUCALYPTUS		
23209 Normsgrve	PE	1420	1	3	2	Y	Y	N	Y	FB	N	2	N	N	5	5	12/17/2012	T	3	0	0	0	1195	1195				NIDER/SEATON		
1491 Remembrance Dr	PE	1749	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	8	8	READY	V	44	16	2	0	1200	1300				N *REDLANDS/INUE*		
16340 Saint George Way	MV	1600	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	6	11/28/2012	O	18	3	0	0	1395	1395	1100	0	0	OCC	N *PERRIS/KRAMEF	
2544 Spectacular Bid	PE	1371	1	3	2	Y	Y	Y	Y	F	N	2	N	N	7	5	READY	V	1	0	0	0								
22073 Spring Crest Rd	MV	1300	1	2	2	Y	Y	Y	Y	FB	N	2	N	N	0	4	HOLD-PAY	T	24	0	0	0								
22801 Springdale Dr	MV	1600	2	3	2.5	Y	Y	Y	Y	FB	N	2	Y	Y	0	5	READY	V	48	17	4	0								
23607 Suncrest Ave.	MV	1400	1	3	2	Y	Y	N	Y	FB	N	3	N	N	0	5	HOLD-CO	N	11/1/2012	V	10	0	0							

Rented


(on the)
Move-In List


For Rent

M1 Rehab Algorithm "For Rent" utilizing the Resident Move In Ledger (RML)

M1 Rehab Algorithm "For Rent"

Integrate with M1Software

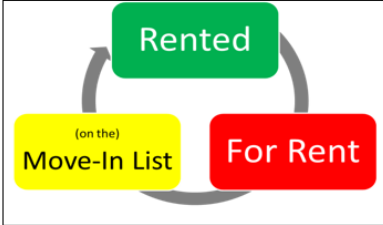




Management One Moreno Valley
 23846 Sunnymead Blvd. #10
 Moreno Valley, CA 92553
 Phone:951-924-4315 Fax:951-924-7241

Resident Move In Ledger
 April 25th 2016

Address	Rented	LMS	Proj. MID	Leasing REP	Occupancy	Mapgrid
21370 Shakespeare Ct. Moreno Valley 92557	10/25/2012	COM	11/12/2012	Marco	VACANT	716H1
25193 Billie Dr. Moreno Valley 92553	10/17/2012	WBDO	11/12/2012	Cindy	VACANT	717G7
15147 Calle Renfro Moreno Valley 92551	10/23/2012	COM	11/15/2012	Marco	VACANT	747H1
12213 Orchid Ln #C Moreno Valley 92557	11/1/2012	COM	11/20/2012	Marco	VACANT	717F2



Key Board Protocol

-All Properties must correlate their position on the board with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

-Every property on the keyboard must have 3 key tags

-New Accounts must have 3 sets of keys- if only 1 set is given, then there should be two tags which state "keys to be made" until they are made and hung on the keyboard.

-Back on Market, (BOM) Properties will have 1 set of keys (from the office filing cabinet), and the other 2 hooks will have key tags which note "Resident Occupied."

-Occupied status address labels will state the potential move-out / vacancy date.

-When a resident turns in all keys, the address tag and keys are not moved from "Green" to "Blue" until the Property inspector has walked the property and changes the (LMS) Leasing Maintenance Status on the (ILR) Internal Leasing Report, from "OCC" to "FWT." The same goes for Owner-occupied property; From "Orange" to "Blue."

-When a property changes to (FWT) First Walk Thru status, one set of keys are taken off the keyboard and placed into a lockbox which is left on the door knob of the rental property. This key hook is then marked with a "Red" key tag to note that a set of keys are in a lockbox at the property.

-If the owner or his vendor needs a set of keys, one will be taken off the board and replaced with a key tag that states "Owner" to note the owner has a key.

-All keys must be signed out before released.

-If a key is taken off the board or checked out to a prospect by a staff member, the set of keys must be replaced with a key tag with notes the staff member's "Name" who removed the keys.

-Only keys for "Vacant" status properties can be checked out to prospective residents. All prospects must have been pre-screened prior and must provide a photo ID, give a deposit for the keys and sign the (AIS) Applicant Interview Sheet which states they are not taking possession of the home.

-Any property on the board may change status to "White" once a Holding Agreement is signed with a new prospective resident and the property is considered Rented and waiting for Move-in. The vacancy date is then replaced with the projected Move-in date on the address label.

One Touch System

The One Touch System has been designed to provide order to one's day and reduce any feeling of being overwhelmed.

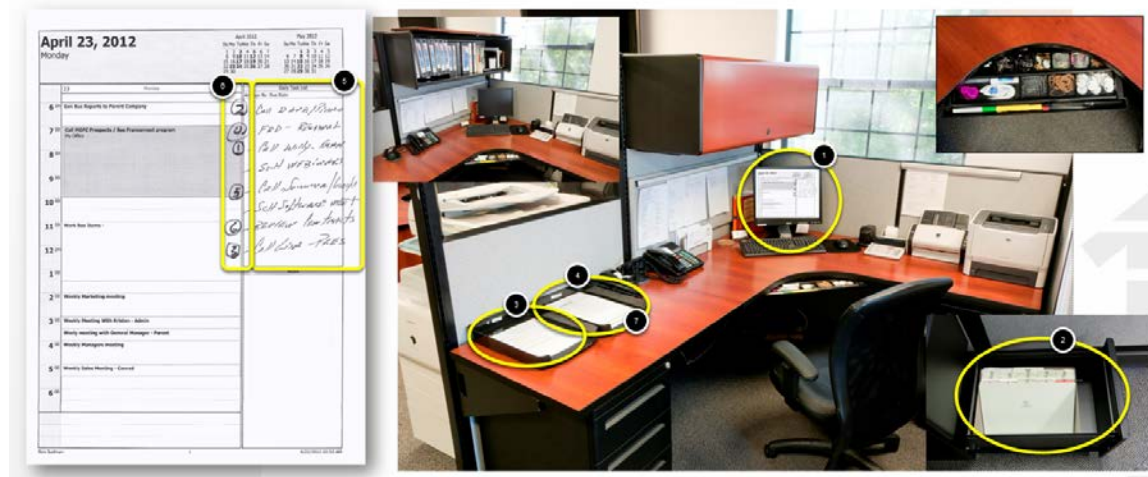
It's in the name only Touch the Paper/file once, work it as far as you can take it, then move on to the next item.

The goal is to process through as much of the Stack of files in your Work Box as possible, eventually having an empty Work Box.

However, if at the end of the day there are a few items left, leave them in your Work Box. They will just take a higher priority for completion the following day.

The following day you will start over, beginning with the Steps of the One Touch System.

One Touch System Outlined



One Touch System

1. Run out **Outlook Calendar**
2. Pull items out of **Tickler File**
3. Take items out of **In Box**
4. Take items out of **Work Box**
5. **Write Out** all Priority items combined from Tickler, Work Box & Inbox
6. **Prioritize** your outlook 1-6
7. Place all Combined Items in **Work Box for the day**. *(Any new Items will be placed in the Inbox and will wait to be addressed the following day)

Then, start with the first item and go as far as you can go then either:

- A) File it
- B) Throw it away
- C) Set up in tickler if you're waiting for a callback
- D) or Tickler it for a future date

Spending 15-20 min a day organizing your work for the day and week will keep you from feeling you don't have enough time to get your work done and you won't be overwhelmed.

Contributing Factors that Lead to feeling Overwhelmed

1. Doing things 3 times instead of once (Don't cut corners and do it right the first time)
2. Not following the system and doing things out of order and having to backtrack
3. Getting complaints due to not following systems
4. Team members not being considerate of other team players when they are out for the day by not calling in on time and being in the daily meeting. When this is not done pressure increases, and complaints increase again taking up more time, thus making you feel overwhelmed.
5. Not asking for help from management when you need it before you are drowning, they are there to offer guidance and assistance but not to do the actual work. (Use your lifelines)

Training Tutorials

Training

To get the most out of your specialized training:

1. Take Notes (Critical)
2. Ask questions as you go along on whoever is training you
3. Spend one hour each night that you are in training organizing your notes and write down a list of questions you are not sure on for the next day.

Different departments of training:

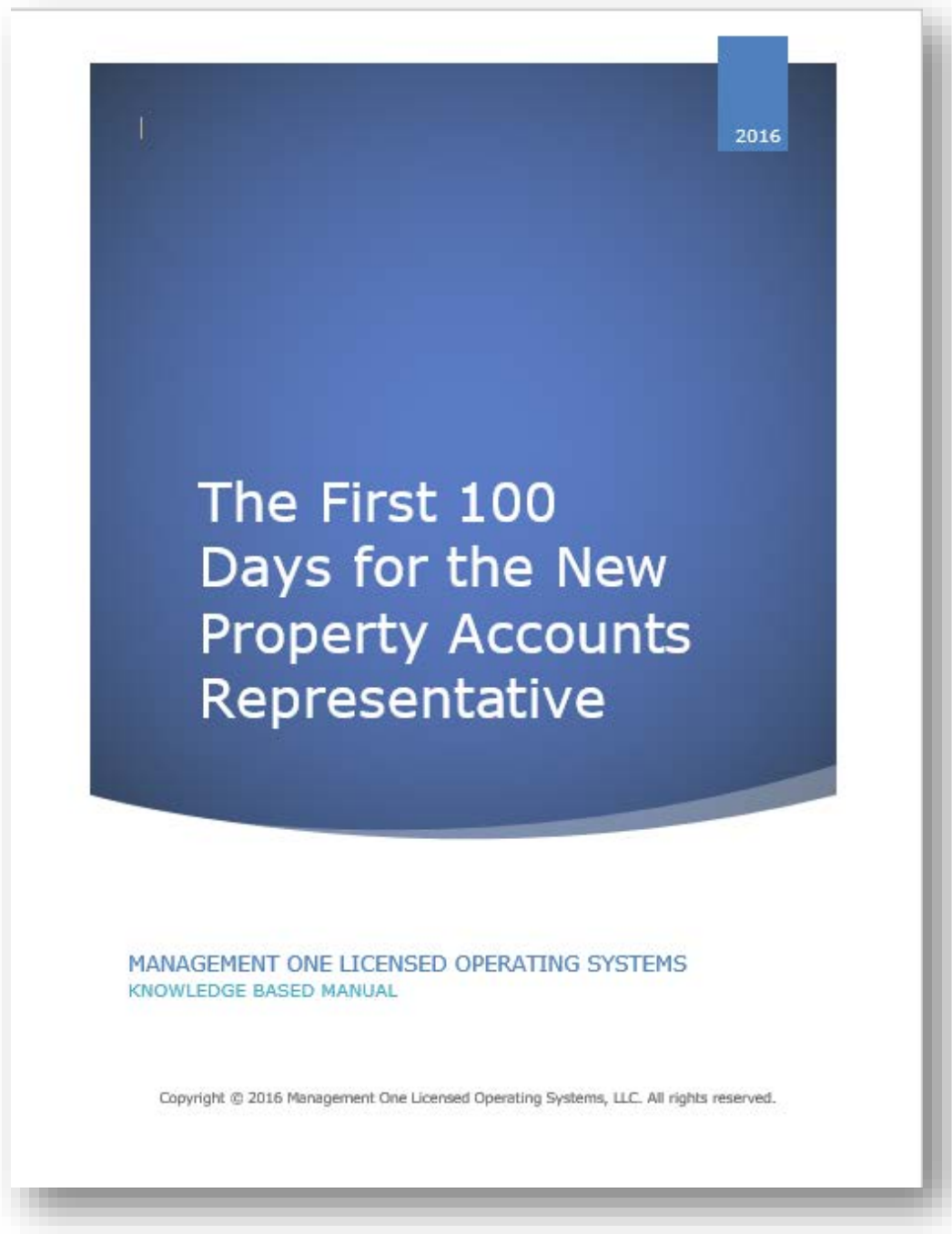
The best way to be trained in the MOLOS is using Steps 1-6 in this order:

1. Click on the Licensed Operating System on the M1 Solutions Software Tree and login in
2. Select New Property Accounts Manual
3. View **New Property Account process** video **FIRST** (Very Important) (These are videos that give you a live look at how you will perform specific processes)
4. View **How to Complete a New Account** (This shows you how to actually how to fill out information on the tablet, desktop, forms, etc.)
5. Then read the manual from cover to cover online.
6. Watch 2-3 Videos on YouTube on the type of tablet you have or are purchasing, so you know how the tablet itself functions, don't skip this step as it will cost you time and a lot of frustration.

The First 100 Days for the New Property Accounts Representative

[Click Here to Download a Checklist](#)

The First 100 Days for the New Property Accounts Representative



Training Checklist

Items to be trained on for this division

1. Learning your website on where your clients will be going to find you and the information they will see when they come to your site. Click here for an example of what we recommend <http://beachside.managementone.com/management-services>
2. How to take the first call See Script on NPO
3. Filling out an NPO- (property information sheet)
4. What automated letters to send them from NPO
5. How to handle the follow-up call
6. How to create a CRA (Comparable Rental Analysis)
7. How to prep for your appointment with a new owner
8. Putting together a new account sign up package- face to face
9. Putting together a new account sign up package via phone/internet
10. Calling the owner back on the CRA and getting an appointment to sign the account. See script
11. Learning the PPT (PowerPoint Presentation) given when you sign the account- See PowerPoint Presentation and Video
12. The actual face to face appointment
13. The actual internet/phone appointment
14. Process the file after you have signed up the new owner and their property
15. Chronological order of the entire process of a new owner prospect
16. Sending out your thank you notes, referral fee if appropriate, etc
17. Re-allocating in your contact management system what they will receive from now on that they are a client
18. Follow-up after signing the new account on day 1 and day 7 days after it rents and ask for referrals.

Training Process Videos

New Property Accounts Division Work Station

This is an overview of how the Work Station is Setup for the Marketing & New Property Accounts Division using the Management One Licensed Operating System.

Video- New Property Accounts Division Workstation



[Click here to watch Video in a Browser](#)

(NPO) New Prospective Owner Overview Process

This will take you through the process of the Initial Call with a Prospective owner using the M1 Solutions Software as well as completing a Comparative Rental Analysis and the Follow-up Call with the Owner to review the report and schedule an appointment to view the home and sign the account.

Video - NPO Process



[Click here to watch Video in a Browser](#)

(NPO) Preparation for the Appointment to Sign a New Owner Account

Printing out and Compiling all the Documents that you will need to bring with you to Sign a New Owner Account

Video - Preparation for the Appointment to Sign a New Owner Account

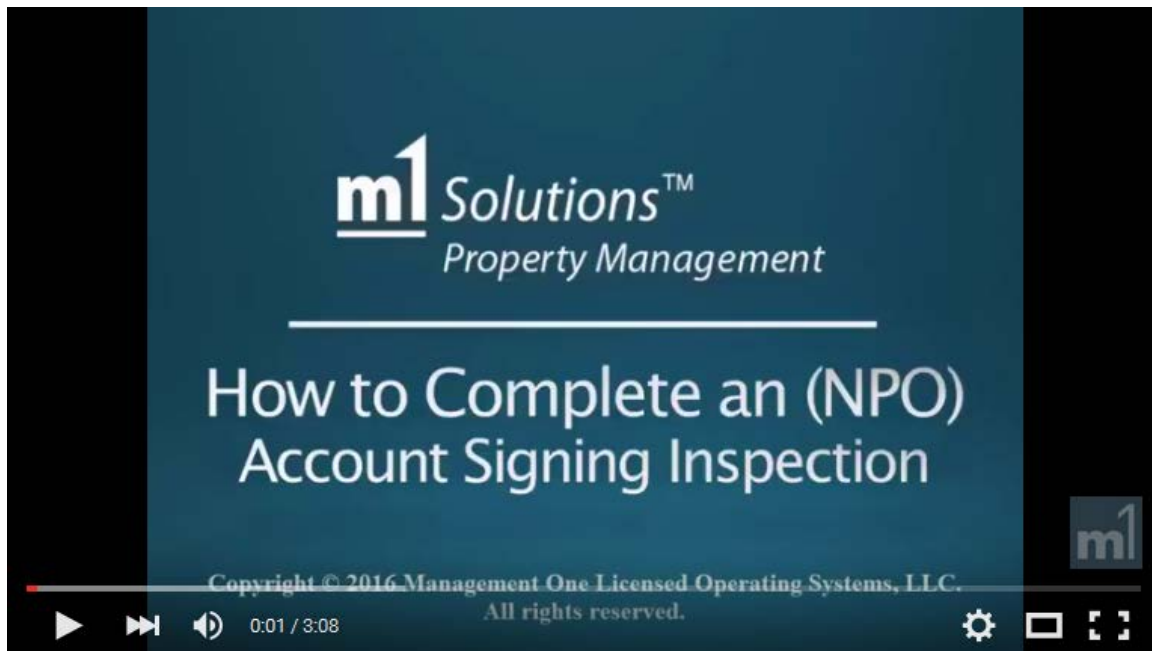


[Click here to watch Video in a Browser](#)

(NPO) Account Signing Inspection

Walking through the home with the Owner and taking Notes to discuss its condition as well as recording any Marketing Hot Buttons to Promote the Rental

Video - NPO Account Signing Inspection



[Click here to watch Video in a Browser](#)

(NPO) New Prospective Owner Presentation

This shares with you, How to perform the Presentation for a New Prospective Owner to Sign up for Property Management Services. Whether at a Face to Face Appointment or over the internet on a Web conference Call.

NPO Presentation - Video



[Click here to watch Video in a Browser](#)

(NPO) How to Sign Up a New Prospective Owner Account

Video - How to Sign Up a New Prospective Owner Account



[Click here to watch Video in a Browser](#)

(NPO) How to Enter Data for a New Prospective Owner & their Properties in the M1 Solutions Software

How to Add Prospective Owners & Properties in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

How to Add Prospective Owners & Properties - Video



[Click Here to Watch a Step-by-Step Tutorial Video](#)

How to Add and Search Marketing Referrals

How to Add and Search Through Marketing Referrals in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

How to Add and Search Marketing Referrals - Video



[Click Here to Watch a Step-by-Step Tutorial Video](#)