



Property Management^{INC.}

PMI Premier

Making Property Management *Manageable*

PMI Premier is part of the national franchise network of Property Management Inc. (PMI) that was founded by property owners. PMI's mission is to make the property management experience better for you, the property owner. Property Management Inc. prides itself on providing exceptional, professional services to property owners across the country. With a nationwide network over 300 offices strong, PMI strives to influence the improvement of the property management industry as a whole, while transforming each individual property



PMI Premier

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Franchise Locations & Recognition

Operating through a nationwide network of over 300 offices, we have the strength and the reach to influence wholesale improvements in the Property Management Industry, while still maintaining our local presence and ability to provide you with superior services.

PMI is an active member of the industry's most influential associations, the second biggest Property Management Company in the United States and proudly recognized by Entrepreneur Magazine, USA Today, Better Business Bureau, among others with outstanding achievements in the Property Management field.



Our Professional Affiliations



PMI Premier is Your Partner

PMI Premier and Property Management Inc. (PMI) was founded by property owners FOR PROPERTY OWNERS!

Our mission when creating PMI was to make the property management process better for you, the property owner.

Everything we do is focused on helping you maximize your investment and maintain control. We manage your properties the way you want them managed. With our cutting edge systems built around your needs, your properties will be the best maintained, highest earning and most desired properties in the area.

In your search for a professional property management company, you should know that not all property management companies are created equal. You will find that some may be great at marketing their services but don't know how to deliver the services you really need.

Some real estate agents and companies begin managing properties because a client or friend asked them to help with their investment properties, but those companies don't have the systems, knowledge or experience to provide the services you deserve. They are in the business of listing and selling real estate. Still others will tell you how your properties should be managed instead of listening to you and giving you control. Some may offer lower management fees, but then add hidden fees.

At PMI Premier, we understand property owners because we are property owners ourselves. We know how important it is to maintain control of our properties. We give you that control and provide the tools to manage your properties your way.



Premier Services

We provide the following professional services:

- Owner Cost Approval
- No Hidden Fees
- True Transparency
- Owner Access to Real Time Financial Data
- You Are In Control of Your Properties
- We Provide Asset Protection
- Automated Owner Draws
- Owner Access to Tenant Documents
- State-of-the-art Property Marketing Tools to Enhance Occupancy Levels
- Optional Third-Party Property Reviews with 100's of Photos
- You Pay Management Fees Only When Your Property is Rented
- Eviction Protection (Safe Renter Program)
- Tenant Liability Program
- No Set-up Costs



Please contact us with any questions or to set up an appointment for one of our professional property managers to tour your properties. We want to **EARN YOUR BUSINESS EVERY DAY!**

The PMI Premier Team

Owner/ Principal Broker

Robert Clark | *ABR®*, *Realtor®*, *CMCA®*



Robert is the President and owner of PMI Premier, a full-service brokerage managing residential and commercial properties, and community associations. Prior to PMI Premier, Robert was the Vice-President of Operations for a wire and cable company in north Texas. He is an experienced executive operations manager with an extensive track record of skillfully overseeing a wide range of manufacturing and production operations. He led Fortune 500 and private equity companies through challenging turn-arounds and multi-million dollar capital projects through a series of progressive international assignments. He is a certified Lean Six Sigma Black Belt and kaizen leader. As a property investor, he wanted to bring his passion for operational excellence and process improvement to the challenges of property management. Robert was the 2019 President of the Fort Worth / Mid-Cities Chapter of the National Association of Residential Property Managers (NARPM) and Association Management Specialist (AMS) from the Community Association Institute (CAI).

Property Manager

Dustin Tabbert | *Realtor®*, *TRLS®*



Dustin is the Residential Property Manager and Marketing Analyst for PMI Premier. Prior to PMI Premier, Dustin spent close to a decade with the nation's largest residential locksmith working as both the Call Center Manager in Austin, TX, and then as the Business Development Manager of the DFW franchise. Through his career Dustin has proven a commitment to providing exceptional customer service and helping his customers maximize their profits.

PMI Corporate Support



Brian Birdy | *Vice President of Residential Management, MPM® RMP®, CPM®, Realtor®, Broker*

Brian is our vice president of residential management, and works daily to help our franchise network grow its assets-under-management. Brian is currently serving as NARPM's national President. Prior to PMI, Brian was the President of a large, regional real estate company that specializes in property management. Brian grew the company from a one-man office with 75 doors to a business of 25 employees that manages over 2,500 properties. Brian has received his Residential Management Professional and Master Property Manager designations from NARPM, and the Certified Property Manager designation from Institute of Real Estate Management.



Randall Henderson | *Director of Training and Support*

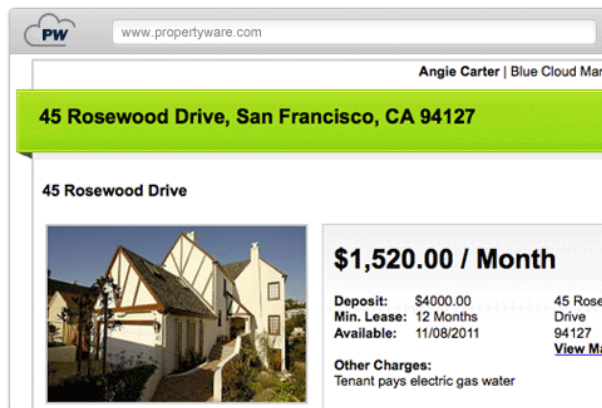
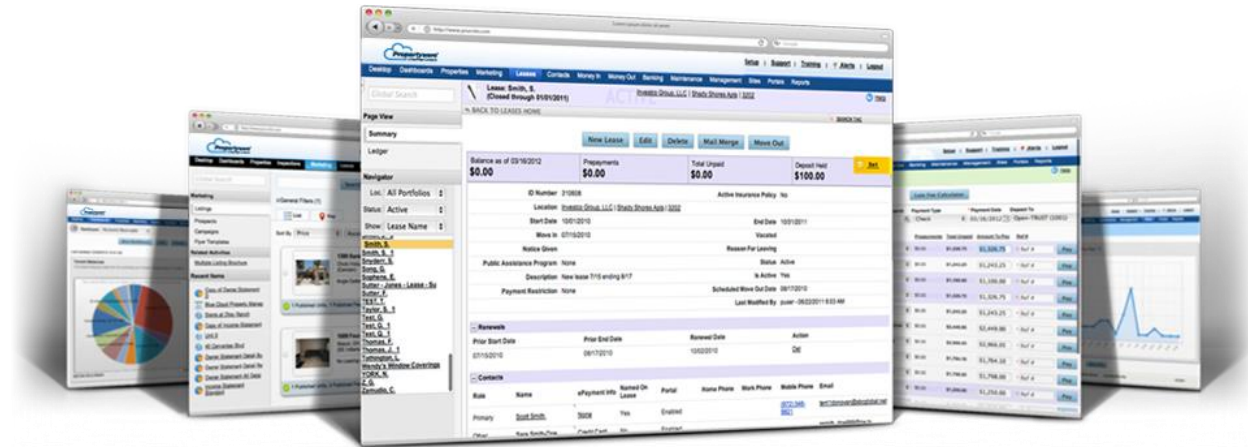
Randall Henderson trains and supports new Franchisees daily. His responsibilities range from as simple as helping a Franchisee setup a corporation to teaching a Franchisee the importance of a particular task in PMI's marketing strategy. Randall began his real estate career as a property manager of facilities housing athletes for the 2002 Olympic Winter Games. Since then, Randall has owned and operated a property management, brokerage and development company; has lead several real estate lecture series, and has been a Sales Trainer for a Fortune 500 company. Randall holds a current real estate broker license in Utah, and has been a previously licensed as a broker in California; and, brings a broad range of experience to PMI's training and support team.

Software System

Property Management Inc. uses cutting-edge software to give you ultimate visibility and control. From a single residential unit to a sophisticated commercial property, Property Management Inc. provides property owners with superb account management and financial reporting.



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- Real-time visibility through instant access owner portal.
- Advanced marketing capabilities for fewer days on the market.
- Accurate, on-demand reporting capabilities for information when you want it.

...and so much more, to provide a truly extraordinary property management experience!

Services & Pricing

**We help you management your property your way.
You pay for only those services you use.**

Some property managers may advertise low management fees but later hit you with hidden fees and expenses. The old saying, “You get what you pay for,” is very true. It is best to have all fees and charges provided to you before you make a decision on who you want managing your properties.



Our management fees are very competitive and cover the services critical to protecting your assets. Any other fees for our services are clearly indicated in our management agreement. You know upfront what you will be paying for our professional services. No fees are collected while properties are vacant since you only pay management fees when your property is rented.

When it comes time to renew the tenant’s lease, we aggressively work with the tenant to get the renewal contract. Premier offers two levels of management plans for you to choose from (Premier and Premier Plus). While the Premier (basic) plan has many of the same items as the Premier Plus included, there is a small renewal cost. We provide complimentary filter checks & lease compliance visits based on the plan selected. If you want the additional property check-ups, there is a \$100.00 fee per additional visit.

Here is how our fees compare to other property management companies in the DFW area:

<u>Typical Fee</u>	<u>PMI Premier’s Fees</u>	<u>Competitors’ Fees</u>
Management Fees	8-10%	8 – 10% and up
Renewal Fees	\$175 for PMI Premier placed tenants	\$195.00
Leasing Fees	70% of 1 Month’s Rent	75% - 100% of 1 Month’s Rent
Set Up Fees	Included	\$200.00 -\$300.00
Cancellation Fee	None	All Management Fees due for the Remainder of the Contract
Safe Renter Program (Eviction Protection)	Included for PMI Premier placed tenants	At least \$14.00 month



Management Plan



Management Fee:	8% -10% of Monthly Gross Rent (\$100.00/month minimum)
Leasing Fee:	70% of 1 month's rent
Lease Renewal Fee:	<u>\$175.00</u>
Safe Renter Program: (Eviction Protection)	<u>Included</u> for PMI Premier placed tenants
Set-Up Fees:	<u>Included</u>
Property Lease Compliance Visits and HVAC Filter Checks:	2 visits per year included (\$125.00/ visit thereafter)
Maintenance Visits:	4 visits per year up to two hours each <u>Included</u>; billed hourly after
Maintenance Service Charge:	None
Third-Party "Premium" Property Reports:	\$150.00/report
Move-in and Move-Out Third Party "Premium" Property Reviews:	<u>Included</u>
Cancellation Fee:	None

Options: **+\$300.00 Leasing Fee for Matterport 3D Imaging as part of listing**
10% Discount to Leasing Fee –No MLS Listing



Property Marketing

Through PropertyWare, PMI Premier syndicates the lease listing to 20+ top websites for rentals. This makes advertising quick and easy and helps ensure you secure a new tenant quickly.

In addition, your rental listing will also be made available to other real estate professionals through the North Texas Real Estate Information Service **MLS (Multiple Listing Services)**.

Following is a chart detailing some of the websites which will feature your rental:



Zillow

The web-based real estate company, Zillow, has been shifting their business structure state by state across the nation since 2020. As of January 1st, 2021, they no longer are allowing local MLS listings of properties to be advertised on any of their platforms that falls under their umbrella. This includes Zillow, Hotpads, Trulia, and StreetEasy, to name a few; in Texas without the brokerage signing up as a “partner”.

PMI Premier has since become a partner and will be able to continue to list your properties on one of the most comprehensive networks of real estate online advertising in the nation. We will cover the cost of listing your investment property for the first 30 days at no charge to you. In the case that your property does not get rented within that first month and you would like to continue to advertise on their platform, it will only cost you \$1.00 per day (a significant discount to their regular fee).

Tenant Selection

Effective rent collection begins with selecting the right tenants using our Tenant Screening system.

PMI Premier Tenant Screening

One of the most challenging tasks of property management is to find qualified tenants. The wrong tenant can cost the property owner thousands of dollars in lost revenue and expensive repairs. We know what makes a prospect a good tenant and we can use our state-of-the-art tools to match those most qualified tenants with your property. No one can guarantee that there will never have a problem with a tenant but our systems will greatly reduce that risk. Below are some key areas we check when we screen tenants for your properties:



- Both physical and web-based identity verification.
- Full credit history report including FICO Score, late payments, encumbrances, foreclosures, bankruptcies, and collections.
- We **CALL** to verify employment history, current employment conditions, and employer's work outlook for prospects.
- We **CALL** the previous landlord(s) to verify prospective tenants' payment history and behavior.
- Background check for evictions and criminal convictions are conducted on both state and national levels.

Professionally Trained, Seasoned Staff

Our property managers are professional and dedicated to customer service. We have years of experience as property owners and managers. We know what it takes to help you manage your properties your way.

We utilize the latest computer technology to give you more control over how your property is managed. You will have access to your own web portal, so you can get real time, monthly and annual financial reports. You can check on inspection results and service requests while communicating directly with us on how and which repairs should be done. You can also choose to have us do more of the management process. You only pay for the services you use.

Rent Collection

We help you determine the market rental rates to give you the maximum return on your investment. When the tenant signs the lease, they know when and where rent is to be paid. To make it easier for the tenant to stay current with their rent, they can pay online using our tenant web portal. They know that they will be penalized if they don't pay on time and could risk eviction. Sometimes circumstances come up with a tenant, where the rent might be a day or two late. We have systems in place to ensure those situations are handled timely and appropriately:

- Multiple payment methods are provided for the tenant so it is convenient and safe.
- If rent hasn't been received by the day specified in their lease, they receive an email, phone call and text message asking them to contact the office and make payment arrangements. Generally, we have the grace period through the 3rd day after the rent is due to meet the requirements in the Texas Property Code.
- If the rent isn't received by the next business day after the grace period, the eviction process begins with an email notice and voicemail that the tenant will be charged for processing and delivering the Three-Day Notice to Vacate. This usually motivates the tenants to call and make arrangements to pay.
- We rarely have to actually deliver this legal notification. However, if the tenant fails to contact us after the second email, the official legal notification (Three-Day Notice to Vacate) will be posted at the property or delivered to the tenant in person. The eviction process will begin and the file will be turned over to our attorney to get the Writ of Possession. The tenant will be evicted and the property will be turned back to us for inspection.

From experience, we know that if a tenant gets behind in their rent by a month, they will rarely be able to clear up the delinquent payments and catch up. That is why we never let a tenant get into that position. If there is cleaning and repair charges or legal fees due from the tenant, those fees will be taken out of their deposit. If the charges are more than their deposit, the balance is turned over to a professional collection agency for immediate processing as desired by the owner. The eviction and collection process may seem harsh and aggressive to some, but it is vital when it comes to protecting your investment. It is important to note that the full eviction process is very seldom necessary when the right tenant selection process is followed.

PMI Premier's **Safe Renter Program** ensures that the property owner will not bear the legal costs of a tenant's eviction for up to \$2000.00 to remove the tenant in the case the tenant defaults due to non-payment of rent. This does not cover the lost rent of the landlord or other causes for eviction.

Asset Protection

As property owners, we know how devastating loss of property can be.

We don't have control of economic factors that might affect the value of your property, but we can help protect your assets by doing regular inspections and providing maintenance and repairs when needed. Some renters don't have the same pride of ownership that a property owner would have.



We developed our systems to help protect your assets while giving you as much control over your property as you want. The maintenance and repair process is totally transparent to you by using our Owner Web Portal. We document our property checks and reviews with photos that are loaded onto the Owner's Web Portal.

From the signing of the lease, tenants are instructed on their responsibility for maintaining the property. They also know that we will be following up with regular checks. We also instruct them how to enter work orders using the Tenant Web Portal. When a work order is entered in the Portal, an email is sent to us and to you. We have preferred vendors who can do the repairs professionally at a reasonable price, or you can opt to do the repairs or maintenance yourself.

- We partner with **OnSightPros** to conduct move-in and move-out property reviews. Their premium service includes hundreds of photographs to document the condition of the property.
- We enroll tenants in a mandatory "Tenant Liability Program" which includes a \$100,000 liability policy to protect your property and to give the owner recourse in case of gross negligence by the tenant. The program also enrolls with Second Nature, a filter delivery company, where they will receive branded and time stamped filters shipped to their house on a monthly basis to protect your HVAC system. **This is paid for by the tenant.**
- We will conduct property checks based on the plan selected, which includes checking the roof, checking HVAC filters, checking for water leaks and foundation cracks, looking for plumbing issues, and lease compliance.
- The Premier Plan includes two (2) **OnSightPros** inspections during the term of the lease to document the condition of the property.
- If there are tenant-caused issues or lease violations found during the property checks, the tenants are given a specified time to make the repairs or we will order the repairs and bill the tenant.

During the inspection, maintenance and repair process, you remain in control of your property.

Move to PMI Premier

If you like what you see, it is time to move to PMI Premier.

What do you do now?

We are pleased that you have liked what you have read so far and now we would like to help you take the next step towards taking advantage of our professional, proven and trusted systems.

We would like to meet you at your property and take a tour so we can gather information. We would like to understand your needs and discuss your desires for your managed property.



- Within two business days, we will provide you with our management plan for your property.
- We will provide you with our management contract for you to review and sign.
- Once the contract is signed and you have approved the management plan, we will take the information you provide and place your property in our automated system.
- We will inform you of any issues with the property that may need to be taken care of before we start marketing your property for rent.