



Property Management

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**Re/max Real Estate** offers top-tier Property Management services backed by extensive professional experience and a fully licensed brokerage. We manage a range of properties, including residential homes, duplexes, townhouses, condominiums, apartments, and suites across Edmonton and surrounding areas. Trust us to maximize your real estate investment returns while providing you with peace of mind.

### **Why Professional Property Management Matters**

Professional property management ensures your investment is protected, profitable, and hassle-free. From finding and screening high-quality tenants to handling maintenance requests and rent collection paid directly to you. Experienced property management minimizes vacancies and mitigates risks. With expert knowledge of market trends, legal requirements, and tenant relationships, we help you avoid costly mistakes and achieve long-term success with your property.

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### **Property Management Services**

- **Rental Rate Assessment:** Conduct a thorough property evaluation to establish an optimal rental rate for maximizing your investment return.
- **Repair & Improvement Recommendations:** Offer expert advice on necessary or optional repairs and cosmetic enhancements to boost property value and appeal.
- **Rental Rate Strategy:** Help determine the ideal rental rate to attract tenants that align with your financial goals and risk tolerance.
- **Lease Option Guidance:** Discuss the advantages and disadvantages of various lease terms, such as pet policies, shared utilities, included amenities, and relevant regulations.
- **Landlord Education:** Provide insights into the risks, rewards, and responsibilities of being a landlord, along with a review of legal obligations under the Alberta Residential Tenancies Act.

## **Marketing the Property**

- Take high-quality advertising photos.
- Advertise on company websites, Facebook Marketplace, and other local platforms, as well as in-house promotions.
- Conduct pre-screening of potential applicants. All adults must complete an application before any property showings.
- Show the property to qualified applicants.
- Share feedback from showings with the property owner.

## **Tenant Screening and Selection**

- Perform comprehensive background checks, including:
  - Current and previous landlord references.
  - Employment verification and/or verification of other income sources.
  - Personal character references.
  - Credit checks.
  - Pet screening if applicable.
- Provide the owner with all information gathered on applicants and offer recommendations. No lease agreements are signed without the owner's approval.
- Notify all applicants of their application status (successful or unsuccessful).

## **Leasing**

- Prepare a thorough tenancy agreement.
- Arrange the collection security deposits, first month's rent, and pet deposits (if applicable) upon occupancy. All money direct to you by e-transfer or other preferred payment method
- Review tenancy terms and any condominium rules with the tenant to set expectations.
- Signing condominium forms for tenant and pet approval if required
- Ensure all agreements are properly signed.
- Confirm move-in date and time.
- Conduct a detailed move-in inspection with photos, and provide an electronic report to both the tenant and owner

## **Security Deposit and Rent Payment**

- Accept EMT, post-dated cheques, direct deposit, or monthly EFT directly to the owner's account.
- Re/Max does not collect or hold tenant payments for the owner.
- Only an email address is shared with tenants for EMT payments, or post-dated cheques are collected and forwarded to the owner. Owners notify us if payment issues arise.
- If a tenant fails to pay rent, we will take action (written and verbal) to collect rent and any applicable late fees.

## **Management**

- Maintain positive tenant relations with direct communication shared with the owner.
- Facilitate rent collection on behalf of owners and act promptly on delinquent payments, including issuing 10-day notices for late rent or utilities.
- Coordinate maintenance and repairs with trusted contractors or the owner's preferred vendors.
- Perform ongoing preventative maintenance per predefined agreements with the owner. Only pre-approved work will be completed.
- Conduct periodic inspections at set intervals to identify repairs, safety issues, or lease violations.
- Share inspection reports with the owner.
- A property manager is available for tenant emergency calls 24/7.
- Issue and deliver annual rent increases in compliance with Alberta Residential Tenancies Act and owner instructions.

## **End of Tenancy**

- Conduct a detailed move-out inspection with photos and provide a report to both tenant and owner.
- Note any damages, obtain repair quotes, and help negotiate a settlement with the tenant.
- Guide owners on returning the security deposit and provide a statement of accounts template and sample.
- Arrange or supervise cleaning and repairs for the next tenancy. Owners can choose to coordinate this themselves.

## Fees

- **Monthly Management Fee:** 8% of total rental income (minimum \$100/month). \$100/month if vacant. 12-month commitment required.
- **Tenant Placement Fee:** \$475 for tenant screening, showings, application reviews, lease signing, and related documentation. Price includes move in/ move out inspection with full report with photos and recommendations.
- **Advertising Fee:** \$65/month for listings on company websites, Facebook Marketplace, Zumper, and RentBoard. Additional advertising on RentFaster is \$15 per listing
- **Inspection Fees:** \$75 for landlord requested inspection or mid-lease inspections. Includes a summarized report with photos and recommendations.
- **Maintenance Coordination:** All work must be approved by both tenant and owner. Owners pay contractor and material invoices directly. Owners can also choose to manage vacant property repairs. Contractors must hold valid licenses and insurance for the jobs assigned.
- **Invoicing:** Monthly management fees are billed at the start of each month. All other fees are invoiced upon service completion and due upon receipt. GST is applied to all fees.

## Termination

- If terminated within the first 12 months and before tenant placement, a \$300 termination fee applies.
- After tenant placement, a 90-day notice and payment of all monthly fees plus a \$450 early termination penalty apply.
- After the 12-month commitment, termination requires 90 days' notice with no penalty.
- Early termination fees are waived if the property is sold and listed with Re/Max Real Estate and Allysia Haiste under a 6-month exclusive seller's agreement.

Allysia Haiste - Realtor®

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