



Dear Property Investor,

Thank you for inquiring about our services!

Home 2 Home Properties is a full-service, property management company in the Windsor area that has been serving real estate investors for over 13 years. We are a 5 year consecutive Consumer Choice Award winning company (among other notable awards as well)!

Our company is constantly evolving around our mission: to offer incomparable service in the Windsor-Essex area.

We love to work with investors who truly understand the importance of having a well-managed building. In return, we are able to turn their properties into thriving, stable, and lucrative investments.

Our management fee is 8.5% of the monthly rent collected (+ HST). This fee covers the following:

- Administrative tasks related to property investment
- Rent collection and disbursement to owners
- Establishment of tenant relationships and communication
- Establishment of owner relationships and communication
- Strategic real estate investment consulting
- 24/7 emergency service
- Property upkeep within LTB guidelines
- Preventative inspections (scheduled and drive-by)
- Work order submissions
- Enforcement of rules and tenant compliance
- Laundry funds collection and disbursement
- Invoice payments
- Reporting of property and rental unit conditions
- Legal representation and notices
- Access to a network of qualified and insured trades
- Application of the Residential Tenancies Act
- Record keeping of income and expenses
- Rent receipts and tenants accounts
- Lease renewals and rent increases

Our team is comprised of property managers as well as well-established in-house handymen, cleaners, a yard maintenance crew, a snow removal crew, etc. Their work is not covered by the property management fee. Our in-house trades are billed at an hourly rate of \$35.00 to \$45.00 and about \$40.00 to \$50.00 per lawn for grass cutting.

Complex work orders can also be outsourced to plumbers, electricians, pest control specialists, roofing companies, appliance specialists, heating and cooling engineers, etc. All of the trades are well-established, qualified, and insured companies. We have great relationships with many trades



across Windsor and are able to get reliable and fast services at fair prices.

The leasing process is not covered by the management fee. This is covered by 100% of last month's rent. This can be negotiated down to 75% for Property Management Owners.

Our leasing fee covers the following:

- Rental value assessment
- Rental unit advertisement, marketing, and promotion through online platforms
- Rental inquires
- Showing scheduling and in-person or virtual showing of the property
- Thorough Screening of potential renters
- Lease execution (45 min thorough process)
- Tenant placement with Move-in Inspection

I have attached a copy of all of our general Agreements (Leasing, STR, Property Management, and Standard Fee Schedule). Please feel free to contact me if you have any questions.

Kaela McLellan  
Director  
Home 2 Home Properties  
519 890 5245 Ext 4