

## MAINTENANCE QUALITY STANDARDS

### *Designed to Create Wealth*

**Real Property Management is Condition forward.** We believe that the quality of the residents the property will attract is a direct consequence of the quality of the condition of the property. If you want your property to deteriorate with sub-quality “handyman” work, or believe that everything should cost \$5 and take 5 minutes, you will be very frustrated with our services. Our promise is to maintain the quality of your residence, to bring sub-standard conditions up to respectable condition, and we will use quality craftsmen, licensed contractors, and reliable tradesmen. If you wish to use cheap handymen or do the work yourself, we will not be a good manager for you. If you do not allow us to be a good steward of your investment, we will disappoint you early on. Whatever you think you are saving, you are likely not. Your residents will stop paying on time, take worse care, and not renew.

On the other hand, if you allow us to properly manage and maintain your investment, we will attract quality residents who will take better care, pay on time, accept the rent increases and renew their leases. You will make more money and create more wealth. With fresh paint, cleaning & prompt repairs, you will be able to increase rents higher than market rents, lease in shorter time, and achieve more renewals.

## MAINTENANCE COORDINATION SERVICES

### *Designed to protect your property and wealth*

When a maintenance request is submitted, we first have our internal maintenance technicians review and perform troubleshooting services over the phone/video at no charge. If not corrected over the phone we will dispatch our internal technicians. These costs are at our standard technician rates. However, if the work cannot be completed by our internal technician, we will provide rental equipment such as heaters, air-conditioners, water heaters, washers, dryers, refrigerators, etc when called for, and dispatch a licensed/qualified vendor. In this case, we will add 18% to the vendor bill, and remove any charges for the rental equipment and also remove the charges for our internal technician to troubleshoot. It is important for our technicians to be the first responder to avoid unnecessary vendor calls.

This process saves the owner money and preserves the resident experience in light of a mechanical breakdown which impacts their tenancy. Our services for troubleshooting and placing and retrieving rental equipment are all waived in place of 18% on the third party charge. Also consider that the 18% is added to the invoice AFTER our volume and trade discounts, so the end cost can be about the same or less than if you ordered the service directly and paid for the initial troubleshooting services.

***To ensure the property is always sustained or improved by maintenance services, our staff provide the following services:***

1. **24/7 Emergency Response:** As part of the Service, we provide a 24/7 live answer hotline to respond to any emergency to protect your investment from neglect or further damage and deliver exceptional service to your residents.

2. **Troubleshooting:** We initially send our Internal Maintenance Techs to troubleshoot the complaint - this is chargeable to owner, however, if we send one of our qualified vendors to correct, the troubleshooting charge is waived. This provides the resident immediate action and shows them we respect them.
3. **Ascertain cause:** Tenants must pay for damage caused by them, so your Property Manager must ascertain the cause before the repair is ordered.
  - a. A site assessment is generally required if not able to troubleshoot over phone/email. **If the tenant is at fault, all costs will be charged back to the Tenant.**
  - b. If the repair or maintenance can be completed by our in-house Maintenance Technicians, we will conduct the repair while we are on-site and **your cost will be considerably lower than ordering 3rd Party repairs.**
  - c. We immediately dispatch Rental Equipment if available, **and the daily rental charges will be waived** when new equipment is ordered through our vendors.
  - d. In-house maintenance charges for troubleshooting **will be waived if equipment is ordered by our vendors.**
4. **Rental Equipment:** If the complaint is an **Emergency** as defined by MN Statute or otherwise deemed necessary, we will provide rental Heaters, Air-conditioners, Refrigerators, Water Heaters, Washers, Dryers, and Dishwashers. If a replacement is ordered from our suppliers (we buy wholesale), the rental charge is waived, and your resident remains happy.
5. **Access to RPM's Qualified Vendors:** We have years of history with the best vendors in the market. Confirming license status, insurance limits, W-9 forms, and satisfactory skills and workmanship is only part of the process of selecting a great vendor. **The most important qualifications include:**
  - a. **On-time Service** - Communication and quick repairs are what keep residents renewing leases.
  - b. **Quality Work and Workmanship Warranty** - You will never pay for the same repair twice within one year.
  - c. **Reasonable pricing** – We pre-negotiate volume discounts when appropriate. Given the need for immediate service in most cases, pricing must be reasonable, however, if price impacts resident satisfaction, it is better to pay a bit more if it means the maintaining resident satisfaction. We simply have the benefit of volume pricing and quality control expectations, something that individual owners do not have.
6. **Create Scope of Work and Order Service:** Time is required to properly describe the repair with **specificity and clarity**, including site protection, selecting vendors, and issuing work order.
7. **Contract Repairs:** We then **negotiate price, specifications, terms, and schedule** and draw up the work instructions.

8. **Coordinate Contractor:** When a site repair is required, our staff needs to **coordinate schedules with residents and vendors**. Many residents refuse access when they are not present, so working through all the scheduling matters requires staff time to perform.
9. **Site-Inspection:** **Upon completion of repair, our staff will inspect**, on-site if necessary, and provide photos or other evidence of proper completion, including site clean-up. We document make, model, and s/n when available to save time in the future, ensure site is cleaned up, and confirm workmanship is satisfactory.
10. **Review Invoices:** Each invoice is **reviewed for accuracy** and only paid when we are satisfied that the work has been completed accurately, all service manuals and documentation has been provided, and Lien Waivers are received when required.
11. **Pay Bills:** Tie out work orders with invoices, process payments, and reconcile the Trust Account balance.
12. **Satisfaction guarantee:** If any repair is not performed correctly the first time, **we will pay to have the work completed correctly**.