

THE T&H REALTY

# Client Experience



# What's in This for You?

Choosing a Property Management company is a **big** deal.

There are many factors to consider, and lots of research to conduct to adequately determine if a company is a good fit for you and your property.

Over the years, we've spoken with hundreds, maybe thousands, of property owners looking for a trusted partner in the Indianapolis market.

During these conversations with investors just like you, we began to notice a pattern of some of the most frequently asked questions and decided to compile them into one easy-to-read format.

We highly encourage you to take some time to read through the information on the following pages and promise that you will find valuable insight into how T&H works, as well as answers to some of your most pressing questions.

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# Get to Know T&H

Lots of companies have core values, but do they live up to them?

Does the staff buy in to these values?

At T&H, we crafted our Core Values after hours of discussion with key members of our staff. These values are prominently displayed in our conference room and referenced every day in our company discussions.



# T&H Realty's Core Values

- **Client Focused:** We make it a priority to always act in the best interest of our Owner Clients and handle things with care. Our team works hard to ensure that we are treating our Client's property as if it were our own.
- **Great Communicators:** We strive to provide timely responses to all of our Owners, Tenants, Vendors and other team members as well as provide a listening ear. Our goal is to listen, understand the issue, and provide the best possible solution.
- **Always Educating and Advising:** We pride ourselves on our knowledge and experience. We share that knowledge with our Clients so they are prepared to become a Landlord. In addition, by providing our team with the proper training and development, we are able to offer solutions, advice, and insights that our Owners and Tenants need to be successful.
- **Respectful of Everyone:** Not only do we want to create a respectful work environment for our staff, we also want to create a respectful environment for our Owners, Tenants, Vendors, and anyone else that we interact with.

# Is T&H a Good Fit for Your Property?

Just as you likely have certain criteria and expectations for a Property Manager, we also have certain criteria and expectations for our Clients.

If these don't align, any partnership would likely end in failure. We completely understand that we are not the right company for every Landlord, and as often as possible, we like to find that out in the beginning stages as opposed to learning the hard way.

In regards to the types of homes we manage, below is a list of criteria that we serve best:

- **Single Family Homes/Small Multi-Family** - Our specialty is single family properties but we will consider very small multi-family properties no larger than 4 units.
- **Properties that command at least \$1,000 in monthly rent** - We do have some exceptions to this rule but it will depend on the location and the quality of the home. We like controlled growth so we've had to put rental limits on the homes we manage. Keep in mind that if you have a duplex, we like for each unit to rent for at least \$1,000 per month.
- **Properties within 25 miles of our Office** - We're centrally located in the Meridian-Kessler area of Indianapolis. Our territory covers a wide range of counties and cities. For logistic reasons, we have to limit coverage areas.

# Is T&H a Good Fit for You?

Additionally, we may **NOT** be the best fit for you if:

- **You aren't committed to treating your rental home like a small business** - Yes, you are entering into a small business when you decide to become a Landlord.

You will receive income in the form of rents and you will have expenses. Sometimes, those expenses will exceed your income. That's reality. You will also have Customers (Tenants) who need to be treated as such - not like someone who you view as only there to cost you money.

If you want high-quality, high-performing Customers, you must provide a high-quality, high-performing home. If a disaster strikes such as an eviction, a large maintenance issue, or costly turnover, we want to know that you are ready and able to properly deal with it.

- **You want to manage your Property Manager** - We value your input and want it. We want to understand your pain points so we can address them and we want to understand your investment goals so we can help you meet them.

However, you hired us for a reason. We are EXPERTS at what we do. Let us do our job and we'll all be much happier and more profitable.

# Pricing Overview

We provide a very detailed look at our pricing structure on our website, so we won't dive too deep into it here, but below is a basic outline for your review.

**Leasing Fee:** First month's rent

- **Silver Management Plan:** Leasing Fee plus a 10% monthly management fee.
- **Gold Management Plan:** Leasing Fee plus an 11% monthly management fee.
- **Platinum Management Plan:** Leasing Fee plus a 12% management fee.

**\*\*Note:** The Leasing Fee will be retained from the tenant's first rent payment and is capped at \$1,500.\*\*

**Mark-Up Fee:** 10% for any non-maintenance related bills we pay on your behalf.

**Renewal Fee:** \$250 for each lease that we renew for a term of 6 months or greater.

Click for more  
Pricing Details





# Why is T&H More Expensive?

You have likely noticed that we are one of the more expensive property management companies in the Indianapolis market. We're quite aware of this and we don't shy away from it by any means.

Good property management doesn't just happen.

There are hundreds of moving parts, thousands of details and all these surround very expensive assets that property managers are charged with protecting.

To run a successful property management company - one in which both the property management company and the investor are both profitable - requires an extreme amount of work.



**"Good Property  
Management doesn't  
just happen."**

Next, we will discuss 3 reasons why we're able to be successful, why our Clients are generally successful, and why we charge what we charge.

# 1 Experience

Experience is important for a few reasons.

First, every property manager out there will make mistakes. I'm not going to pretend that we're flawless because that's simply not the truth.

However, an experienced property manager should have detailed processes that they develop, and continue to develop, that will help prevent their Clients from exposure due to sheer negligence or inexperience.

You are entrusting one of the largest assets to someone. That someone should have a lot of experience for a lot of reasons. At T&H, we have written processes for nearly everything we do.

We're talking well in excess of 100 detailed processes that our employees use daily and we're always changing them. We're constantly looking for better ways to do things to benefit our Client's experience.

If something new comes along, we'll write a process for it.

We've been managing properties since 2000. We've seen and learned a lot.

## 2 Staffing

We employ a large staff – possibly the largest staff of any single family property manager in Central Indiana.

That staff is loaded with experience and comprises a wealth of knowledge in this field. In turn, our staff is handsomely compensated in comparison to other property management companies.

As a result, payroll is easily our largest expense, and it's, well, large.

So, we do charge more, but our Clients enjoy the benefits of having a large and experienced staff managing their property, which is VALUABLE.



## 3 Marketing & Technology

Vacancy, as we always say, is a cash flow killer.

Effective rental marketing is a key to getting your home leased and generating income.

We've employed a Leasing Line that answers calls and responds to email leads about your property 24 hours a day, 7 days a week.

We're certain this plays a HUGE role in getting our properties leased much faster than our collective competition.

In addition, we spend a lot of money each month utilizing dozens of Rently boxes that allow tenant prospects to view homes 12 hours per day, 365 days a year.

It's not cheap, but the Rently system does rent houses more quickly, saving our clients a lot of money in vacancy costs.

Click the logo to learn more about Rently!



# How Does T&H Screen Renters?

Finding high quality Tenants is vital and something we take very seriously.

We've developed best-in-class screening processes, including comprehensive background checks, credit checks, rental history checks, and income verification.

Our rental requirements are outlined at the link below:

[T&H Realty Rental Requirements](#)

We also use this criteria to determine what the security deposit will be. We use a risk-based model, which means once the application is fully processed and scored, a correlated security deposit requirement is assigned to the applicant.

**\*Due to Fair Housing Guidelines, you will not be a part of approving or denying any rental applications.**

**We evict less than  
1% of tenants we  
place!**

# How Does T&H Handle Rent Collection?

At T&H, rent is due on the 1st and considered late on the 2nd.

Tenant's have the option to pay online or bring in a money order to our office.

If rent is paid late, we charge 5% of the total balance as a late fee on the 2nd of the month, and then 1% of the balance for each additional day.

In addition to late fees, we utilize various collection procedures such as system generated notifications, emails from staff, phone calls from staff, and, if needed, we will conduct occupancy checks.

**Note: We keep all late fees. We realize some Investors have a problem with this, but we spend a lot of time and effort to collect rent and charge nothing additional for our collection efforts.**

So, whether we spend no time collecting rent, or hours collecting rent, our Clients pay the same.

We conduct our Owner Draws every Friday, at which time any rents due to you will be directly deposited into your preferred bank account.

# How Does T&H Handle Maintenance?

Maintenance issues are some of the biggest concerns for Investors because they are, of course, associated with expenses that translate into lost cashflow.

We get that.

We know that as far as expenses go, maintenance expenses are some of the largest and most frequent you'll face.



**There are 4 important things you need to know about how we handle maintenance at T&H Realty!**

# 1 Escrow Account

When you sign up with us, we will require you to make a \$500 contribution to an Escrow account.

These funds are for us to utilize for maintenance expenses that arise once a tenant is in place.

If the balance drops below \$500, we will replenish it with proceeds from your next draw so that it always remains at \$500.

If you have multiple properties, we will require additional escrow.





## 2 Notification Threshold

For any maintenance issues that are less than \$350, we will not directly notify you.

Once we screen the maintenance and determine a response is needed, we authorize the repair and deduct the funds out of your account to pay the associated Vendor.

However, all work orders and invoices will be uploaded to your Owner Portal for review.

We have found this process cuts down on unnecessary back and forth communication, keeps us from annoying you for every little issue, and gives you the peace of mind that your home is being maintained.

For non-emergency issues above \$350, we will ask permission from you before proceeding with the work.



**For any maintenance issues that are less than \$350, we will not directly notify you.**

# 3 Emergency Maintenance

For emergency maintenance, time of response is critical.

We consider ER maintenance any issue that threatens the property, tenant, or severely limits its use and functioning.

There are only a handful of issues we consider an emergency.

Typically they are issues such as:

- Plumbing leaks
- Electrical system failures
- HVAC failures
- Storm and water damage
- Major appliance issues

Therefore, we are authorized to conduct all emergency maintenance, regardless of cost, without prior contact.

This allows us to start a response as quickly as possible to protect both your property and your Tenant.

## 4 Preferred Vendor Program

In an effort to provide the best maintenance repairs possible, we carefully screen and select our technicians and Vendors.

Over the years, we have developed a large network of contractors for all types of repair services needed. All our Preferred Vendors provide a “preferred” rate.

This rate generally is below or on the low end of our market’s normal rates. In addition, we require all Preferred Vendors to provide us a further 10% discount, which we retain to compensate us for our time and efforts to handle the maintenance issue.

Please note that the discount we receive due to our relationship with the Vendor. If you called on the Vendor, for example, they would not provide the discount and you could very well pay more for the work.

Since we provide the Vendor a lot of work and place them on our highly-visible website they, in exchange, offer a discount.

Some people may ask why we need to monetize maintenance? It's pretty simple, really.

**Watch this short video for  
an explanation about why  
we monetize maintenance!**



# How Does T&H Handle Evictions?

Although we screen heavily and have an eviction rate of less than 1% of the tenants we place, evictions are an unfortunate reality of being a Landlord.

Things happen. People lose their jobs, get divorced, etc.

There are 3 things that are vital to successfully navigating this unfortunate event:

**Being Financially Prepared:** Between lawyers, court appearances, filings, and not to mention lost rents, evictions are expensive. You need to have reserves in place to cover a disaster like this.

**Being Mentally Prepared:** Evictions can be an extremely frustrating, tedious, and upsetting experience. You have to remind yourself to keep a level head and not let your emotions get the best of you in these instances.

**Having Proper Processes in Place:** Luckily, we have this one covered for you. We've developed a detailed and efficient process to handle evictions when they arise and can facilitate the entire process, including attending hearings for you.

Click here for more details of  
T&H's eviction process and  
associated costs!



# Who is My Main Contact?

As you saw previously, one of our core values is to be “Great Communicators.”

We know how important communication is for Clients who are entrusting us with the largest assets they own, and we’ve developed, what we feel, is an effective and efficient communication system.

For day-to-day questions about your home, particularly when its occupied, our Owner Relations Manager is your go-to within our organization.

However, we have several people in specialized roles that may be in contact with you throughout different stages of the property management process.

With this “team” communication mentality, we’ve found that your questions get answered quicker and more thoroughly than they would if one person was tasked with having to know, well, everything.

In addition, we have the right people doing the right jobs. Our people are experts in their particular niche, and you will benefit from their knowledge.

# What Next?

First off, thank you for taking the time to read through this information.

Hopefully you've gained some real insight into T&H as a company, and have been able to take one step closer to determining if you would like to do business with us or not.

If you don't feel that we would be a good fit for you, for any reason, then there's no need to move any further in the process.

If, however, you *do* feel we could be a good fit for your property management needs, we would love to discuss things with you further.

If you haven't already, please book a call with our Business Development Manager using the link below!

**Book Time Now**

