



Prudential Estates (RMD) Ltd.  
SALES & PROPERTY MANAGEMENT  
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To Whom It May Concern

**RE: PROPERTY MANAGEMENT SERVICES**

We are pleased to provide the following information concerning the services provided by Century 21 Prudential Estates (RMD) Ltd., **Property Management Division**.

Our Services include, but are not limited to:

- Planning of rent schedule.
- Selection and qualifications of tenants.
- Attending to all required property management functions, including completion of repairs, obtaining specifications for redecorating and coordination of all required trades.
- Collection of rents, depositing funds into individual trust accounts, collection of security deposits, payment of all invoices, preparation of monthly financial statements forwarded to owners, and preparation of annual operating budgets based upon actual and historical figures.

The above list summarizes the services provided by our firm, however, the actual property management program would be custom tailored to meet the needs of the individual property.

The Property Management Division employs fully licensed Property Managers, many of whom have several years experience in the property management field.

We currently manage a portfolio of approximately 6,000 Strata units and approximately 300 rental units located throughout the lower mainland. We would be pleased to provide references upon your request.

Should any further information be required concerning the services provided by our firm, we would be pleased to meet with your representatives to discuss our services in greater detail.

Yours sincerely,

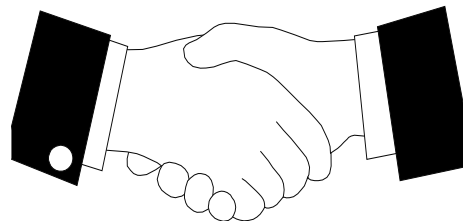
Century 21 Prudential Estates (RMD) Ltd.  
**Property Management Division**

# MANAGEMENT SERVICES AND DUTIES

The following major management duties can be performed by our property management staff:

- planning the rental schedule.
- finding tenants who can meet the rental schedule.
- qualifying the tenants.
- preparing the management agreement documentation.
- preparing specifications for decorating or renovating and securing estimates, awarding the contracts and supervising the work.
- hiring, instructing and maintaining personnel to staff the rental building, as applicable.\*
- purchasing all supplies necessary for the operation of the building.\*
- auditing and payment of bills.
- advertising through selected media and broker lists.
- planning alterations and modernizing programs as required.
- regular site inspections.
- maintaining a complete system of records for each project, house or building.
- preparing accurate and periodic statements for all funds handled.
- paying insurance premiums and taxes as required.
- preparing and recommending operating budgets based on operating experience.
- maintaining good tenant relations.
- collecting, depositing and disbursing rental funds on behalf of the owner.

\* does not apply to house rentals



## TENANT SELECTION

People looking for rental accommodation will generally refer to the classified newspaper ads and telephone local real estate agents in the general location they are interested in.

Almost every day our property management office receives telephone calls from tenants looking for rental accommodation and these people are matched up with suitable homes we have in our portfolio.

Our Property Managers will seek out and screen applicants as prospective tenants for all properties under contract, with specific attention given to the following:

- income versus rent (financial ability to pay the rent)
- stability of income (months on the job, etc.)
- credit rating
- reference checks of previous landlords/management companies
- number of occupants, vehicles, pet, etc.

All properties rented will have the required form of documentation completed and a rental deposit will be secured to one-half of one month's rent.

## **REPAIRS AND MAINTENANCE**

Our Property Managers in handling the management of your property, are concerned with its maintenance in the following areas:

<b>GENERAL REPAIRS</b>	Damages and defects which occur from time to time. This is corrective maintenance.
<b>MAINTENANCE</b>	Janitorial, timely upkeep, garbage removal, etc. This type of maintenance is done on an on-going basis to minimize deterioration.
<b>CAPITAL IMPROVEMENTS</b>	Substantial alterations which add to the property's value. These improvements can possibly be used for tax purposes.

In all of the above areas, our Property Managers are concerned with the quality of the services provided to the property. These services would include exterminating, lawn upkeep, security, etc.

Unless an emergency situation occurs, all requests for repairs from tenants will be made in writing to the property management office. An authorized contractor will be assigned to perform the necessary repairs. The management agreement made between the owner and the Property Manager will specify the repair authority given to the Property Manager and what amounts of repairs can be performed without advance approval.

In all cases, proper form documentation will be utilized by the Property Manager and full reports provided to the owner on an on-going basis.