INVESTMENT REALTY, INC.

# PROPERTY MANAGEMENT SERVICE PROPOSAL

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Since 1984, Investment Realty has been specializing in property management. By having a dedicated property management team, we can offer our clients the highest level of professionalism, personalized service and 24 hour availability.

Our team focuses on providing building owners with timely communication, easy to understand financial statements as well as operating analysis and management. We provide a host of services guiding the day to day activities of all the properties we manage for property owners.

We pride ourselves on the continued exceptional service we extend to our clients and are able to provide references to any of our properties on request.

Regards,

Mike Woessner

Mike Woessner
President & Founder of Investment Realty, Inc.

INVESTMENT REALTY, INC.

**MIKE WOESSNER**
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# ABOUT US

Welcome to Investment Realty, where experience meets excellence. With a proud legacy spanning four decades, we have been a trusted name in property management since 1984. Founded by Mike Woessner, our journey began with a vision to redefine industry standards and elevate customer satisfaction.

With three strategic locations in Rolla, St. Robert, and Springfield, we've established ourselves as a regional leader, serving diverse communities with tailored solutions. Our team comprises over 30 dedicated management professionals, each committed to upholding our core values of professionalism and exceptional service.

We take pride in the care of over 4,000 units, ranging from single-family homes to multi-family dwellings and commercial properties. Whether you're a property owner entrusting us with your investments or a tenant seeking a place to call home, we prioritize your needs and satisfaction above all else.

Central to our ethos is a relentless commitment to fostering lasting relationships. We understand the significance of your investments and the trust you place in us. That's why our employees go above and beyond to deliver personalized, reliable service, ensuring peace of mind every step of the way.

Experience the Investment Realty difference — where experience, integrity, and dedication converge to exceed your expectations. Join our community today and discover why we're the partner of choice for all your property management needs.

## MEMBERSHIPS & ASSOCIATIONS

- Licensed Brokerage in the State of Missouri
- Better Business Bureau A+ Accredited
- Missouri Realtors
- Rolla, St. James, St. Robert & Springfield Chamber of Commerce
- NARPM (National Assoc. of Residential Property Managers)
- AUSA (Association of US Army)
- National Association of Realtors

# PROPOSAL

## TERM

3-5 year term with a 30-day cancellation policy.

## MANAGEMENT FEE

Our fee structure consists of 10% of total gross receipts collected. In addition, a $10.00 monthly administrative fee shall be collected per property.

## RENT COLLECTION

We offer a variety of payment options which include electronic payment through an online tenant portal, cash, check, ACH, credit and debit card. Payments can also be set up online by the tenant to be withdrawn from their account automatically. Currently, 66% of our tenants are utilizing this online payment service.

## DEPOSIT METHODS

Owner funds can be direct deposited into an account of the owner's choice or sent via mail.

## EVICTION PROCESS

In the unfortunate event an eviction is necessary, we will manage the complete process starting with the initial notice to vacate delivered by us, corresponding with the owners' attorney, court appearance and sheriff's execution if necessary. Initial court costs and attorney's fees are the responsibility of the owner and will then be passed on to the tenant.

# SERVICES PROVIDED

## MAINTENANCE & REPAIR SERVICES

- Keep owner apprised of any single repair issues above $200.
- Seek owner's approval on all maintenance if requested.
- Owners can feel confident that we are always in communication with them when maintenance occurs.
- 24-hour emergency service for residents.
- Approve and dispatch service requests.
- Supervise and coordinate repairs.
- Coordinate insurance damage claims.
- Provide follow up calls to tenants on maintenance provided.

### Subcontractor Rates

- Normal service call rates start at $40-60 per occurrence with HVAC service calls ranging from $75 per occurrence.

## FINANCIAL SERVICES

- Our web-based Property Management Software provides an owner portal with unique password verification to allow viewing of monthly financial documents.
- At month-end we provide our owners with an owner statement, income statements, cash flow statements and balance sheet.
- We maintain itemized records of all expenses and provide owners with the original copy of all bills.
- Year End Statements will be provided in addition to preparing and submitting 1099s for all owners and vendors.
- We comply with all IRS requirements.
- Provide owner with up-to-date financial statements to keep you informed.
- With our software and owner portal access, you can pull a host of useful reports that gives you a quick hands-on overview of your properties as well as tenants rents. Each owner has a unique dashboard created so you can manage the financial reports at the click of a button

# SERVICES PROVIDED *continued*

## ADVERTISING SERVICES

- Our state-of-the-art website provides potential tenants with quick search criteria with multiple property photos and video tours.
- Tenants enjoy the convenience of our various payment options; in-office, via mail, online and night dropbox.
- The marketing mediums we utilize range from social media, online advertising, print media, direct mail, video board and local signage.
- Our customer service excels by providing availability at all times for customer inquiries and never requiring an appointment for property showings.
- For the convenience of potential tenants, we will provide a high-definition video tour of your property that is available through social media and linked directly on our website listing.
- Our online leasing capabilities coupled with our searchable website and complete video tours allows tenants to secure housing in the Rolla, Ft. Leonard Wood and surrounding areas before arriving to town.
- In-house media design.

# TESTIMONIALS

**KARI**
on Google Review

Just wanted to share my gratitude for Hayley with maintenance. My biggest issue when needing maintenance is being home/available to deal with my dogs since they don't like "strangers" in the house when I'm not home. She was so amazing and called 30 minutes before she arrived so I could be there to deal with my dogs. That was the best experience I've had so far with investment realty and Hayley's efforts were much appreciated!

**PAUL**
on Google Review

Working with Emily at Investment Realty is a real pleasure. I own two rental properties in Missouri and have been living out-of-state for thirteen years. Over the years, I have had several rental property management companies and many more property management agents. Emily stands out as the best of the bunch. She is knowledgeable, responsive, and professional. As an out-of-state property owner, I am very pleased to have Emily managing my properties. She has proven to be a reliable proxy in the management of my properties, providing me with a peace of mind that I have not enjoyed until she assumed responsibility. Emily is all that I have stated and more. I hope that she will continue to watch over my property interests; and, I recommend her to anyone in need of a truly professional and pleasant property agent.

**MARGE**
on Google Review

Honest! Straightforward! Reliable, trustworthy & dependable! I can't possibly say enough good about Mike and his entire staff! What a blessing he and his business is to our community! They support local business and pour themselves into our entire area with generosity!

**APRYLL**
on Google Review

My family and me are very pleased with renting from Investment Realty in Springfield! They are great to work with and very quick with getting you into a place that fits your family! Our new home is amazing and perfect for us! Highly recommend!

**BRETT**
on Google Review

Investment Realty was a delight to work with, especially for someone like me who faces frequent moves due to military service. Danielle went above and beyond by remotely assisting me throughout the home search process, even before I could be there for showings in person. She provided virtual tours with videos and photos, and was always available by phone whenever I had questions. I can't recommend Investment Realty, and particularly Danielle, enough!

## HEAR WHAT PEOPLE ARE SAYING ABOUT US!