



Office 208.297.3010 ♦ Cell 208.371.5720 ♦ heather@cohesionproperties.com
www.cohesionproperties.com ♦ P.O.Box 44204, Boise ID 83711

Dear Homeowner,

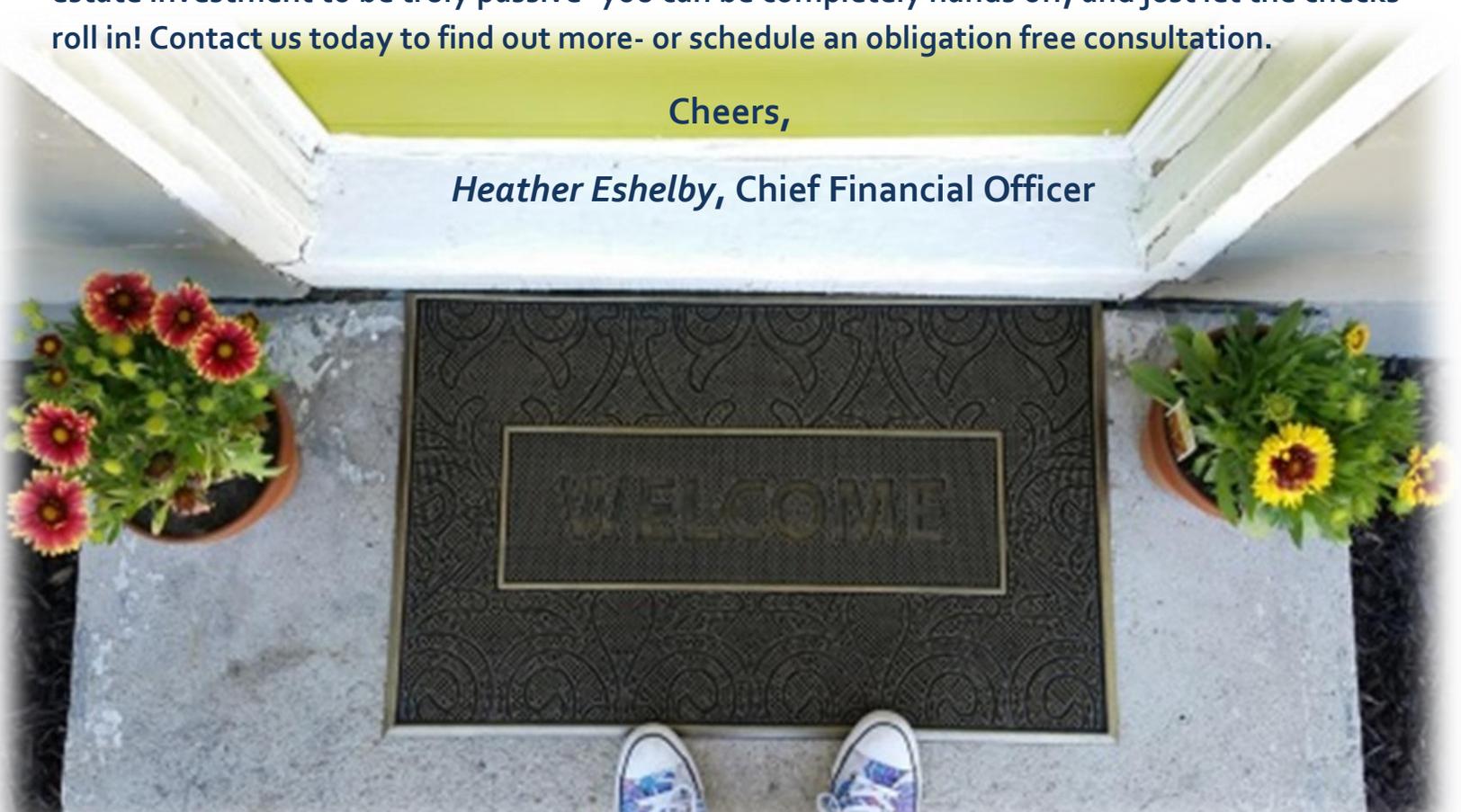
Thank you for your interest in Cohesion Properties full service property management. We appreciate the opportunity to earn your business. Please browse through this handbook to discover more about who we are and what we do. We're confident that you'll find our approach to property management refreshing and your decision to sign on with Cohesion Properties as a sound business decision.

Cohesion Properties is locally owned and operated in Boise, ID. Our staff prides themselves in keeping things local and independent as well as in giving back to the community we are so fond of living in. Our properties and people throughout Boise Metro and surrounding suburbs are of utmost priority, as you'll soon see. (We do more than just return phone calls quickly- we care!)

Our attention to detail and documentation create the perfect environment for your real estate investment to be truly passive- you can be completely hands off, and just let the checks roll in! Contact us today to find out more- or schedule an obligation free consultation.

Cheers,

Heather Eshelby, Chief Financial Officer





So...What Makes Us Special? Why Choose Cohesion?!

- ✓ **We've got skin in the game- we get what you're looking for!**
 - We got started in management because we manage our own properties, too. We experience what homeowners need. We know the struggles that can arise and how to prevent them, because we've seen it over the years.
- ✓ **We're a "mom-n-pop, one stop shop!"**
 - Relationships are critical in business. Word of mouth and referrals build (or break!) your reputation, and we insist on making fantastic connections. You are NOT a number, and neither are the tenants. You are NOT a file, you are a person- and we'll treat you that way!
- ✓ **We find great tenants. Really great, actually.**
 - We use a rigorous screening procedure. Tenants must pass a 7 point process (including detailed credit and extensive background checks).
- ✓ **We keep those great tenants. Over 70% of our tenants the past decade request lease renewals.**
 - Lower vacancy rates mean minimal turnover and placement costs for you! (See? Let the checks roll in! Cash-flow city!)
 - Not to toot our own horns too much, but, returning customers are happy tenants. This is testament to our commitment to great communication and speedy problem solving.
- ✓ **We have great relationships with skilled local, independent vendors.**
 - We aim to keep your costs down by contracting with people who aren't locked into sky-high corporate rates (but are still licensed, bonded and insured).
 - You can feel great by keeping your money circulating in our local economy.
- ✓ **We conduct biannual preventative maintenance walk-throughs**
 - We keep both you and the tenant informed about how the property is fairing. Tenants are immediately made aware of any improvements they need to make in upkeep. You are informed of the basics without having to lift a finger. In turn, no one has move-out day surprises!
- ✓ **We maintain documentation galore!**
 - We take pics and do thorough move-in/out checklists, which also sets the tone for how we expect your investment to be cared for.
 - We drive by properties at least bimonthly, and keep records of each visit.
- ✓ **Our ads jump off the page. And they're syndicated to a lot of pages... so they do a lot of jumping!**
 - We have great writers to entice prospective tenants with descriptions of your place. And if that doesn't do it, the flattering pictures will!
 - We use at least 7 websites to run our ads- the traffic gets places rented fast!
- ✓ **Tenants pay rent online. There's a lot done online, if you get down to it!**
 - Not only do tenants pay rent online (which ensures money gets transferred quickly, and has good documentation of time-stamping), but they also have a range of resources on our website. For everything from basic "how-to" reset a garbage disposal, to a more formal maintenance request, to our monthly newsletters... jam packed with tips and reminders. All mobile friendly!
- ✓ **We have legal representation to consult.**
 - Evictions are extremely rare with us. But if it happens, we're prepared and ready to roll quickly and legally.



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What does Full Service Management Look Like? What do I get?

1. Advertisement and Property Showings

Of course you'll get the signage in your yard, but the colorful, appealing ad is probably the biggest bang for your advertising buck. We take photos, create an enticing ad, and push it through at least 6 different websites (Craigslist, Facebook, Realtor, Doorsteps, etc). Your property will be shown to prospective applicants by one of our qualified agents. We may choose to hold an open house, as well. Applicants can apply online immediately after driving by, or sight-unseen, we're mobile friendly.

2. Tenant Screening

We're not joking when we say our application process is strict. We REQUIRE detailed credit reports, national and local criminal background checks, court and eviction search, personal and work references (called and checked, not just on file), income and identity verification, and a social media dig. The cost of applying is passed directly onto the future tenants, not to you. We comply with all Fair Housing Laws.

3. Lease Contract and Reinforcement

Our lawyer reviews our leases yearly to make sure we're providing you with an airtight doc. We create the lease agreement (with any personalized addendums tailored to your requests, such as no pets), complete move-in inspections (complete with photos and checklists, signed by agent and tenant), and set the bar high for maintenance expectations to best care for your asset. We drive by properties bimonthly, keep these records, and also conduct biannual preventative maintenance checks (additional fee, please see agreement).

4. Rent Collection and Money Handling

One common error with managers is improper handling of deposits, fees, or rent monies. We will legally hold, in a separate trust account, the tenant's damage deposit. It never commingles with other funds. Rent is collected online, and time-stamped at the exact moment the tenant authorizes transfer (no dickering about late fees). We get paid when you get paid- so trust us- we are on top of this! You will typically see your money on or before the 12th of the month (we can write you a check, or send payment online directly to your account).

5. Monthly Statements

Hand-in-hand with money handling, we take accounting and record keeping very seriously. You will be mailed a line by line ledger statement by the end of each month, detailing when the rent was received, costs for the month (our fee, utilities paid, and repairs or maintenance costs), your profit, and your overall balance. Many managers give these just upon request- we like to be thorough (less work for you- keeping you informed, and your investment truly passive).

6. Maintenance

We manage all maintenance requests and ferret out any small do-it-yourself fixes (like resetting a garbage disposal or a flipped breaker, relighting a pilot, etc). If the request is merited, we will automatically hire a qualified vendor to remedy the situations quickly. Anything under \$200 each month will be handled without bothering you- anything more will need your authorization.

7. Lease renewal offers

We've found that our tenants really like us. They enjoy the customer service they receive, and tend to stick around. We begin sending out lease renewal offers at 90- and 60- days before lease end dates, and typically retain these great people (with modest rental increases of 5-10%)! This obviously minimizes turnover, vacancies, and future tenant placement costs for you.

8. Final Inspections and Refund of Deposits

We provide move-out checklists and copies of the move-in document to the tenants 30-days prior to vacating. This prepares them with how we expect move-out to go, and how clean we should find the property. We will conduct the final inspection, determine any damages and costs, retain any funds needed from their deposit held in trust (refund their balance per timeline in lease agreement), and get the property cleaned and rent-ready again.

Fees and Pricing Structure

	Single Family	Duplex	Tri/4-plex
Initial Consultation	Free!	Free!	Free!
Contract initiation from vacant	Free!	Free!	Free!
Contract initiation, mid-lease/tenants in place	Free!	Free!	Free!
Full-service management, monthly fee	9% (min. \$50)	9% (min. \$100)	9% (min. \$200)
Tenant placement/lease initiation/orientation	Free!	Free!	Free!
Turn-over/subsequent tenant placement after vacancy with continuing contract	Free!	Free!	Free!
Minimum reserve balance for maintenance	\$200	\$400 (\$200/door)	Variable-\$200/door



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OK, I'm convinced- how do I get started? What do I need to do?

Owner Responsibilities and checklist:

With Cohesion Properties:

- Complete the application/management plan, W-9, and payment info form
- Before we take over entirely, please use our cleaning checklist to ensure your property is as sparkling as you'd expect vacating tenants to leave it.
- Provide keys and remotes to a Cohesion Properties agent
- If property is already occupied, provide rental agreements for all tenants.
- Pay initiation reserve maintenance fees (minimum \$200/door) and discuss your maintenance preferences and plan with us.
- Add Cohesion Properties as an additional insured under your homeowners insurance plan.

In General:

- Remove all personal items from your property.
- Ensure the property is reasonably waterproofed and protected against weather issues, and that the home is not hazardous to the health and safety of tenants (ie: disclose any lead paint knowledge you have).
- Electrical, plumbing, heating ventilating, cooling and other facilities must be maintained and in good working order (ie: if your water heater dies, you must replace it. Although we will contract that job out for you, the cost is your obligation).
- Any appliances left for tenant's use must be maintained and in good working order (ie: if you know the fridge is on its way out, be prepared to pay to replace it immediately once we get word from the tenant).
- Smoke and carbon monoxide detectors must be installed to code.
- Keep your mortgage payment, HOA dues, and property taxes current.
- Maintain proper insurance coverage as per your management plan.
- Locks and windows must be operational.
- Provide tenants with reasonable privacy, such as blinds or window coverings in all bedrooms and bathrooms.