

# PROFESSIONAL REALTY GROUP

## Property Management

Professional Realty Group  
#102, 3224 Parsons Road NW  
Edmonton, Alberta T6N 1M2  
[www.prgmanagement.ca](http://www.prgmanagement.ca)



# Welcome to Professional Realty Group

Congratulations on taking the first step towards reducing your stress thanks to Professional Realty Group. Let us take over the worry and hassle of the day to day management of your property. Our goal is to provide you with impeccable property management.

Included in this package is a list of features and benefits that our Property Management Team has to offer you. Also included is a FAQ page to answer common questions. This package is designed to help you better understand our processes and help facilitate a quick transfer of responsibility to our team. You will also find enclosed a copy of our Management Contract as well as Property Information Sheets for you to fill out.

We hope this information package contains the solution to reducing stress and creating more time in your day. If you have any questions at all regarding the information in this bundle or want more information about us or our company, please feel free to call or email.

We look forward to receiving your completed contract and property information sheets so that you can begin enjoying the peace of mind of your investment.

Sincerely,

The Professional Realty Group Team

Contact Information:

P: 780-439-9818

F: 780-439-1257

[rentals@professionalgroup.ca](mailto:rentals@professionalgroup.ca)

Mailing Address:

#102, 3224 Parsons Road NW

Edmonton, AB T6N 1M2

## **1. During your contract**

We collect rent, arrange repairs and maintenance as required and conduct thorough move in and move out reports.

We will coordinate eviction services and court actions if necessary and all other issues pertaining to the Residential Tenancies Act. There may be additional costs to you for these services by outside sources.

Each month you will receive a detailed statement and your rental balance will be directly deposited to your account.

## **2. Excellent Communication**

Having 24/7 access to your own “portal” allows you to review statements, download documents, view reports and maintenance work orders. It allows you to communicate directly with our landlord liaison giving you the communication you want from your Property Manager.

## **3. Propertyware Portal System**

This is an internal communication and documentation system where all members of the Professional Realty Group Management Team record details relevant to your property. We are able to have two way communication and all conversations are recorded on the site.

## **4. Protect Your Investment**

Through stringent due diligence, the highest quality of tenants are placed in all our properties. In addition we maintain market standards in rent pricing. We do our utmost to retain great tenants.

## **5. Proactive Marketing**

Our multi-faceted approach to filling vacancies through online ads & online applications and owner approved rental incentives helps us fill your vacancy quickly.

## **6. Guidance**

Drawing on our personal experience of being Real Estate Investors we can offer some advice on various situations from the perspective of an owner.

## **7. Personal and Professional Service**

Our Property Management Team has the experience, knowledge & confidence to manage your property proactively and competently.

## **8. Advertising**

We advertise on our company website where we have online applications. We also utilize popular pay sites as well as other high quality and high yielding free sites.

## **9. Real Estate Transaction**

Looking to Buy or Sell? Have one of our experienced Realtors help you find your next investment property or help you sell your existing one.

## **OUR SERVICE**

PROFESSIONAL REALTY GROUP is a full service residential property management company. Our goal is to maximize the cash flow of your property **WITHOUT** the headaches.

We know that life is busy and stressful without having to worry about costs on a vacant property, whether your tenants are paying rent on time, or if their taps are leaking. That is where Professional Realty Group steps in.

Once you sign up - we come in and take pictures of your property, advertise it, show it, accept tenant applications, screen each applicant & manage your property during the times of the tenancy. You just sit back and enjoy the benefits of a rental property.

At Professional Realty Group you are not just a number, but a **VALUED** client. We pride ourselves on our client relationships. We value your business, but more importantly, we value you.

At Professional Realty Group we minimize the stress of renting out your property. Our services include the following:

- a) provide a thorough market assessment for potential rental income
- b) take pictures of your property and advertise your property
- c) show your property to prospective tenants and accept applications
- d) screen tenants via a credit check, seek employer verification as well as current landlord references
- e) sign a lease on your behalf with a qualified tenant
- f) handle the move-in inspection and retain the deposit in a Trust account
- g) collect rent on a monthly basis and direct deposit your rental money to your account each month
- h) handle all maintenance issues during the tenancy period
- i) perform move-out inspection reports and the returning of security deposits (after deductions if necessary)

## **Real Estate Services**

Whether you are purchasing, selling or wish to investigate the possibilities, we care about your needs and will take the time to provide personal attention and client satisfaction. We promise to provide professional, ethical & informed Real Estate services. Our most important assets are honesty & integrity. Our clients become our friends. We will provide you with a current **COMPARATIVE MARKET EVALUATION (CMA)** of your home **FREE OF CHARGE**.

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## **IT TAKES A TEAM**

### **BROKER**

HOLDS BROKER LICENSE  
ENSURES PROPER PROTOCOL FOR PROPERTY MANAGEMENT  
UPHOLDS FIDUCIARY RESPONSIBILITIES

### **LANDLORD LIAISONS**

COORDINATES THE TEAM  
RESPONDS TO OWNERS QUESTIONS AND NEEDS  
ENSURES ALL SITUATIONS ARE HANDLED CORRECTLY AND TIMELY

### **PROPERTY MANAGERS & ASSISTANTS**

ADMINISTERS SHOWINGS TO PROSPECTIVE TENANTS  
RECEIVES MAINTENANCE CALLS  
MANAGES ALL TENANT CONCERNS  
PREPARES AND DELIVERS NOTICES  
MAINTAINS POSITIVE RELATIONSHIP WITH TENANTS

### **OPERATIONS ADMINISTRATOR**

MANAGES INVOICES  
ENSURES UTILITY BILLING IS SET UP FOR VACANT PROPERTIES  
PROVIDES MONTHLY FINANCIAL STATEMENTS FOR YOU  
ISSUES RENT PAYMENTS TO YOU  
PERFORMS CREDIT AND BACKGROUND CHECKS  
BOOKS APPOINTMENTS FOR VIEWINGS  
RECEIVES AND PROCESSES TENANT APPLICATIONS  
ADVERTISING OF ALL VACANT UNITS

### **MAINTENANCE**

SERVICE AND EMERGENCY CALLS  
INSPECTIONS & MAINTENANCE  
COORDINATION OF CONTRACTORS

## **FREQUENTLY ASKED QUESTIONS**

### **DOES YOUR COMPANY CHARGE ANY START UP FEES?**

We charge a ½ month rent up fee once your unit has a tenant placed in it. This covers our costs of advertising, title search, credit checks etc. Occasionally there is work to be done in advance of a tenant moving in (such as cleaning and painting) and we will have you pay these upfront.

### **HOW LONG DOES IT TYPICALLY TAKE TO PLACE A TENANT?**

This can be affected by several factors - depending on the area of the unit, season, price, size etc. We cannot give a specific time frame as to how fast it can be rented. Our main goal is to place a good quality tenant in your property that is going to take care of your property as if it were their own.

### **WHAT METHOD OF ADVERTISING DOES YOUR COMPANY USE?**

We advertise all of our vacancies on the internet as this yields the best results. Your properties will be advertised on our own website: [www.prgmanagement.ca](http://www.prgmanagement.ca) as well as a number of other quality rental websites. Before we have posted a vacant property online, our Property Manager will visit the property and conduct a walk through and alert our owners to any maintenance issues that need to be addressed.

### **WHAT IS YOUR APPLICATION PROCESS?**

Applicants are directed to our website where they can fill out an online application once they have viewed the property. We perform background checks with their current landlord as well as contacting their employers to verify employment and character. In addition we do a credit check. Our team reviews the entire application and a decision is made. Once a tenant has been approved we collect the security deposit to hold the unit.

### **HOW DO YOU HANDLE LATE TENANTS?**

As soon as we have been notified by our bank that a payment has bounced, we deliver a standard eviction notice as well as follow up on why the rent has bounced. We are very firm, but fair with all our tenants. We set the relationship expectations right from day one.

### **WHAT KIND OF QUESTIONS ARE YOU ASKING PREVIOUS LANDLORDS?**

The information we seek from previous landlords is:

- Has the tenant paid their rent on time for the duration of the lease?
- Has the tenant been issued any notices? (ex: 14 day evictions, noise complaints etc)
- Did the tenants give you proper notice to move out of the property?
- Are the tenants breaking their lease with you?
- When was your last inspection and what did the unit look like?
- How are they to deal with in general?
- Would you rent to them again?

### DO YOU USE A CERTAIN MAINTENANCE PERSON(S) TO PERFORM WORK ON PROPERTIES?

We have a general handyman/maintenance person on call with our company. If there are maintenance issues that require major work or something that our man can not complete due to specific licensing needed for some jobs (electrical or major plumbing), we will use one of our many contractors that we have used on our other rental properties. If requested, we will provide you with a written quote on all major repairs (over \$300.00) and will require your permission on all repairs in writing to start the project. All repair requests must be responded to by the owner within 24 hours of the notice being posted on the portal.

### HOW DO I PAY FOR REPAIRS AND MAINTENANCE TO MY PROPERTY?

All basic maintenance and repair invoices will be paid by Professional Realty Group from rental monies collected. For any larger renovation or maintenance - quotes are taken and you will decide who will complete the work. We will then require payment up front by you to complete the repair, and then we will pay the trades person.

### WHY CAN'T I PAY THE TRADES PEOPLE MYSELF?

We screen our contractors carefully and value their workmanship. Due to the volume of work we provide some of these companies we can save our clients money. To retain contacts and maintain good working relationships we ensure our trades people are paid promptly. Please note: we do not mark up any of the prices whatsoever. We pass them on to you as the direct cost from the vendor.

### DO YOU HAVE A PET POLICY THAT YOU USE?

If you the owner allow pets, (and in the case of a condominium, the condo board has to allow pets) we offer our tenants the option to have pets in the property. If they pass our screening/pet application processes, then a non-refundable Pet Privilege fee is collected. We have pictures of the pet on file and fully document the breed, color, size, number of pets on the premises and proof of licensing.

### HOW DOES YOUR COMPANY DEAL WITH A NON-APPROVED PET ON THE PREMISES?

If the Property Manager becomes aware of a non-approved pet on the premises we contact the owner and ask if they would like to allow a pet or not. Then we notify the tenant: a) remove the pet from the premises and provide proof thereof or b) if the owner agrees, fill out a pet application and provide the non-refundable pet fee along with all info regarding the pet.

### IF I WANT INFORMATION ON THE STATUS OF MY PROPERTY HOW FAST CAN YOUR COMPANY GET BACK TO ME?

Our Landlord Liaison team is available to answer all questions and concerns within 2 business days of the request. We also have communication via our online owner portal where information about your property can be found 24/7.

**PLEASE NOTE: All communication is to be done via our online portal system. Once you sign up you will receive detailed instructions on the system. This is the most efficient way to contact all members of our team and then we have a written record of all conversations. This eliminates confusion and multiple calls and conversations between team members and owners. You can access the portal system at anytime (via your computer or smart phone) and our team members are alerted instantly when you have placed a message on the portal.**

**Thank you for taking the time to read over these questions. If you have further questions that are not listed above, please feel free to contact our Landlord Liaison Team.**

The Professional Realty Group Team

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F: 780-439-1257

Mailing Address:

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Edmonton, AB T6N 1M2

Email: [rentals@professionalgroup.ca](mailto:rentals@professionalgroup.ca)

**PROFESSIONAL REALTY GROUP CONTACT INFORMATION FORM**

PLEASE NOTE: MANAGEMENT COMMENCES ONLY WHEN ALL INFORMATION IS COMPLETE AND DOCUMENTATION IS RECEIVED.

ALL BLANK FIELDS WILL BE RETURNED TO THE OWNER FOR COMPLETION.

**Personal Information:**

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City \_\_\_\_\_ Postal Code \_\_\_\_\_

**Personal Contact Info**

Home: \_\_\_\_\_ Cell: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**Emergency Contact:**

Name: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

Email: \_\_\_\_\_

**How did you hear about us?**

Website \_\_\_\_\_

Web Search \_\_\_\_\_

Referral \_\_\_\_\_ from whom? \_\_\_\_\_

Other \_\_\_\_\_



**PROFESSIONAL REALTY GROUP PROPERTY INFORMATION FORM**

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Address of rental property: \_\_\_\_\_ City: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Neighborhood: \_\_\_\_\_

Desired Monthly rent: \_\_\_\_\_

We strive to achieve the indicated rent when selecting an initial price point. However due to changes in market climate it may be necessary to make adjustments in order to entice quality tenants. Once the initial price is set, your approval is required to make any changes.

**Style of Unit:**

House \_\_\_\_\_ Condo \_\_\_\_\_ Up/Down \_\_\_\_\_ Other \_\_\_\_\_  
Duplex \_\_\_\_\_ 3 Plex \_\_\_\_\_ 4 Plex \_\_\_\_\_

**Square Footage:** \_\_\_\_\_

**Mail box number** \_\_\_\_\_

**Door Buzzer number:** \_\_\_\_\_

**# Bedrooms**

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_

**# Bathrooms**

1 \_\_\_\_\_ 1.5 \_\_\_\_\_ 2 \_\_\_\_\_ 2.5 \_\_\_\_\_ 3 \_\_\_\_\_ 3.5 \_\_\_\_\_ 4 \_\_\_\_\_

**Parking:**

Single Attached \_\_\_\_\_ Single Detached \_\_\_\_\_ Double Attached \_\_\_\_\_ Double Detached \_\_\_\_\_

Street Parking \_\_\_\_\_ 1 Stall in Lot \_\_\_\_\_ 2 Stalls in Lot \_\_\_\_\_ Single garage pad \_\_\_\_\_

Double garage pad \_\_\_\_\_ 1 Underground stall \_\_\_\_\_ 2 Underground stalls \_\_\_\_\_ One above ground stall \_\_\_\_\_

Parking stall number \_\_\_\_\_ Parking stall number 2 \_\_\_\_\_

Other: \_\_\_\_\_

**Pets:**

Yes \_\_\_\_\_ No \_\_\_\_\_ Negotiable \_\_\_\_\_ Condo Bylaw pets approved? \_\_\_\_\_ Conditions in Bylaw? \_\_\_\_\_

**PROFESSIONAL REALTY GROUP PROPERTY INFORMATION FORM**

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**Goods included:**

Washer/Dryer \_\_\_\_\_ in suite? \_\_\_\_\_ or pay units in building? \_\_\_\_\_

Fridge \_\_\_\_\_ Stove \_\_\_\_\_ Dishwasher \_\_\_\_\_ Microwave \_\_\_\_\_ Freezer \_\_\_\_\_ Window Coverings \_\_\_\_\_

**Amenities:**

Shopping, Schools, Interests, Rec Centers, Community Centers etc

_____	_____
_____	_____
_____	_____

**Description of Property:**

Balcony \_\_\_\_\_ Patio/Deck \_\_\_\_\_ Fireplace \_\_\_\_\_ Fenced Backyard \_\_\_\_\_ Private Entrance \_\_\_\_\_ Carpets \_\_\_\_\_

Hardwood \_\_\_\_\_ Laminate \_\_\_\_\_ Tile Flooring \_\_\_\_\_ Linoleum \_\_\_\_\_ Air Conditioning \_\_\_\_\_ Security System \_\_\_\_\_

Utilities included \_\_\_\_\_ New paint \_\_\_\_\_ Newly Renovated \_\_\_\_\_ Fitness Centre \_\_\_\_\_ Pool \_\_\_\_\_ Finished Basement \_\_\_\_\_

En-suite bath \_\_\_\_\_

Please add some specific selling points to help us find a quality tenant for your property

_____	_____
_____	_____
_____	_____
_____	_____

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**PROFESSIONAL REALTY GROUP STATUS FORM**

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**ALL BLANK FIELDS WILL BE RETURNED TO THE OWNER FOR COMPLETION.**

**VACANT \_\_\_\_\_**

If your property is vacant please be aware that our property managers will be assessing the unit's status. From their assessment, cleaning and maintenance may be required to bring the property up to Professional Realty Group's standards. Any cost associated with this will be paid by the owner immediately upon completion of the work, and depending on the amount of the quotes we may need guaranteed funds up front. There will be reoccurring lawn care and snow removal charges from the maintenance staff depending on the season. Carpets must be PROFESSIONALLY cleaned before any tenants move in.

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**WAITING ON POSSESSION OF A NEWLY PURCHASED PROPERTY \_\_\_\_\_**

If yes, then please fill in the following information:

Realtors Name: \_\_\_\_\_ Company \_\_\_\_\_

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Possession Date: \_\_\_\_\_

\*\* Please have your Realtor COURIER all KEYS and documentation that we may need to our office upon possession.

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**TENANTED \_\_\_\_\_**

If tenanted please fill out information below:

Tenant Name: \_\_\_\_\_ Term of Lease \_\_\_\_\_

Phone: \_\_\_\_\_ Email \_\_\_\_\_ Rent amount \_\_\_\_\_

We will require:

Copy of current lease \_\_\_\_\_ Move in Inspection report \_\_\_\_\_ Security Deposit \_\_\_\_\_ Letters or notices \_\_\_\_\_

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**OWNER OCCUPIED \_\_\_\_\_**

If owner occupied please fill out information below:

Date available \_\_\_\_\_

**PROFESSIONAL REALTY GROUP CONDO INFORMATION FORM**

PLEASE NOTE: MANAGEMENT COMMENCES ONLY WHEN ALL INFORMATION IS COMPLETE AND DOCUMENTATION IS RECEIVED.

ALL BLANK FIELDS WILL BE RETURNED TO THE OWNER FOR COMPLETION.

**If your property is a condo– please fill in the following information for the management company.**

Name of condo complex: \_\_\_\_\_

Name of Condo Management Company:  
\_\_\_\_\_

Address: \_\_\_\_\_ City/Postal Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

**Which Utilities are included in your condo?**

Electricity \_\_\_\_\_ Gas \_\_\_\_\_ Water \_\_\_\_\_ Cable \_\_\_\_\_ Telephone \_\_\_\_\_ Internet \_\_\_\_\_

**We will require:**

A copy of the condo Bylaws. If you do not have, we will order for you at your expense.

**PROFESSIONAL REALTY GROUP OWNERSHIP FORM**

PLEASE NOTE: MANAGEMENT COMMENCES ONLY WHEN ALL INFORMATION IS COMPLETE AND DOCUMENTATION IS RECEIVED.

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As the owner(s) on Title for the property located at:

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I give Professional Realty Group consent to send any monies collected for the above property to:

---

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Date \_\_\_\_\_

\_\_\_\_\_  
Owner Name - Please print

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Owner Name - Please print

\_\_\_\_\_  
Owner Signature

**PROFESSIONAL REALTY GROUP PHOTO CONSENT AND KEYS FORM**

PLEASE NOTE: MANAGEMENT COMMENCES ONLY WHEN ALL INFORMATION IS COMPLETE AND DOCUMENTATION IS RECEIVED.

ALL BLANK FIELDS WILL BE RETURNED TO THE OWNER FOR COMPLETION.

**PHOTO CONSENT:**

Before commencing management Professional Realty Group requires a full set of photos for the home. If the unit is vacant we will go in as soon as the management agreement has commenced.

If the unit has tenants currently in it, we will give 24 hours notice and have the tenant sign a photograph release form.

**KEYS:**

We require 3 (THREE) full sets of keys and or fobs to your home.

Two sets will be for future tenants and one set is to be kept by Professional Realty Group for maintenance and emergency access to the home.

**House:**

Front door key \_\_\_\_\_(3) Back Door key (if keyed different) \_\_\_\_\_(3)

Garage door key \_\_\_\_\_(3)

Garage door opener \_\_\_\_\_(2 for double garage, 1 for single garage)

Mail box key (if super box) \_\_\_\_\_(2)

**Condo:**

Main door/Security door key/fob \_\_\_\_\_(3) Unit door key \_\_\_\_\_(3)

Mail box key \_\_\_\_\_(2)

Garage Fob \_\_\_\_\_(1) or (2) depending on how many stalls underground

Fitness room / rec room keys (if different from front door keys \_\_\_\_\_(2)



## Property Management Agreement

This contract made in duplicate between:

(The "Hirer" (Landlord)):

\_\_\_\_\_ :  
(Full Legal Name)

\_\_\_\_\_ :  
(Mailing Address)

\_\_\_\_\_ :  
(Home Number)

(Cell Number)

(Work Number)

(E-mail address)

And

The Professional Group Inc. o/a Professional Realty Group of #102, 3224 Parsons Road NW Edmonton, Alberta T6N 1M2 (The Property Manager) (780) 439-9818 [russ@professionalgroup.ca](mailto:russ@professionalgroup.ca)

It is agreed that -

1. The Property Manager (Professional Realty Group) will provide the Hirer (Landlord) with the following services/duties:

- Advertising for Tenants.
  - Interviewing prospective Tenants.
  - Conduct History/Employment checks.
  - Perform in and out inspections with the Tenants.
  - Collect Security/Damage deposits and hold in trust.
  - Collect Rents, deposit in trust and forward to the Hirer (Landlord) their portion after fees & expenses approved via the Propertyware portal.
  - Prepare and have signed the Lease/Rent Agreement as 'Agent for the Landlord'.
  - Do periodic Inspections of the Property.
  - Arrange for repairs as required. (As approved via the Propertyware portal by the Hirer (Landlord) see item 10 below)
  - Serve rent increase/eviction notices.
  - Act as Liaison between Tenants and the Hirer (Landlord).
  - Post monthly Owner Statements for the Hirer (Landlord) on the Propertyware portal.
- (The "services")

These services/duties will not affect or overlap the services/duties of any Condominium Corporation (or Property Manager hired by the Condominium Corporation).

**Additional Charges:** That will be charged to the Hirer (Landlord):

(a) Delivery Charges: Mail out of registered letters and courier services.

(b) Locksmith charges to have locks changed (if necessary) on units upon moving of tenants.

Anything resulting in the Property Manager (Professional Realty Group) going to RTDRS (Residential Tenancy Dispute Resolution Service) will be charged back to the Hirer (Landlord) at a rate of \$75/hour + GST.

(c) Costs of evictions will be the sole responsibility of the Hirer (Landlord).

**All above costs are to be at market rate with no additional mark up.**

Hirer's Initials: \_\_\_\_\_ PM's Initials: \_\_\_\_\_

2. The Property Manager (Professional Realty Group) will begin the services on \_\_\_\_\_ for a term of 2 years after the date the first tenant moves into the premise. Negotiation of an additional 2 year term will be made available at the end of the current term if agreed upon by both parties.
3. The Hirer (Landlord) will pay monthly a fee of 12.5% (plus GST) of the gross monthly revenues for the services to the Property Manager (Professional Realty Group). **In addition the Hirer (Landlord) will pay one-half of the first months rent (plus GST) as a 'rent-up-fee' to the Property Manager (Professional Realty Group). The rent-up-fee will be limited to one per year per unit, (unless the Hirer (Landlord) requests a lease that is less than 12 months, then they will be charged an additional rent-up-fee once that lease ends if the tenant moves out.)**
4. The Hirer (Landlord) represents and warrants that it has full authority to enter into this agreement and that there are no other oral agreements affecting the Property other than those set out in this agreement.
5. The Hirer (Landlord) agrees to purchase and maintain in force and effect during the term of this Agreement, adequate, and necessary insurance on the rental property, and the Property Manager (Professional Realty Group) shall be held free from any liability due to any lacking of such insurance by the Hirer (Landlord).
6. To the best of the Hirer's (Landlord) knowledge, the residence does not contain any asbestos, urea formaldehyde, radon, or other toxic or hazardous substance, and that no unsafe condition exists.
7. The Hirer (Landlord) agrees to maintain the property of a reasonable standard according to Alberta Health Services. Repairs will be carried out to maintain the property as needed.
8. Any repairs that are required to be completed prior to a property being tenant occupied shall be the responsibility of the Hirer (Landlord) to pay directly.
9. The Hirer (Landlord) agrees to give the Property Manager (Professional Realty Group) one email address (as listed on page 1) to use to set up an owner portal on Propertyware. Once the Property Manager (Professional Realty Group) sets up the Hirer's (Landlord's) portal on Propertyware the Hirer (Landlord) agrees to set up a password for the Propertyware portal **within 48 hours** and then use the Propertyware portal for **all communication** between the Hirer (Landlord) and the Property Manager (Professional Realty Group) including but not limited to the approval or denial of work orders (repairs). The Propertyware portal will also be used to view monthly financial statements.
10. The Property Manager (Professional Realty Group) is only liable to perform the services that are authorized by the Hirer (Landlord) via the Propertyware portal.
11. The Hirer (Landlord) agrees to approve or deny any work order requests through the Propertyware portal **within 24 hours** of notification via the portal.
12. In the case of an emergency where the tenant's health/life or damage to the property is at risk (i.e. major water leaks or heat loss) the Hirer (Landlord) authorizes the Property Manager (Professional Realty Group) to arrange for any repairs necessary to alleviate the danger.
13. Once approved via the portal, repairs may need to be paid to contractors and suppliers by the Property Manager (Professional Realty Group) prior to collections of rent. This payment on behalf of the Hirer (Landlord) is considered by legislation to be a temporary loan to the Hirer (Landlord). This loan will be repaid interest free from the following months rent unless agreed otherwise in writing.



- 14. For any major repairs the Property Manager (Professional Realty Group) will provide the Hirer (Landlord) with a maximum of 2 written quotes upon request via the Propertyware portal from companies they have determined to have reasonable prices and quality service.
- 15. To protect the Hirer (Landlord) any significant plumbing or electrical work that is required will only be performed by a certified trade person.
- 16. The Property Manager (Professional Realty Group) will indemnify and save the Hirer (Landlord) harmless from any and all claims against the Hirer (Landlord) arising out of the performance of the Property Manager’s (Professional Realty Group) services under this agreement. The Hirer (Landlord) will indemnify and save the Property Manager (Professional Realty Group) harmless from any and all claims against the Property Manager (Professional Realty Group) arising out of the performance or negligence of the Hirer (Landlord) in connection with the properties.
- 17. The terms of this agreement may only be amended in writing signed by both the parties.
- 18. This agreement is governed by the Laws of the Province of Alberta, the bylaws of the Real Estate Council of Alberta and the rulings of the Residential Tenancies Act.
- 19. This agreement will remain in force until terminated by the Hirer (Landlord) by giving 60 days written notice to the Property Manager (Professional Realty Group). The Property Manager (Professional Realty Group) reserves the right to terminate this agreement at any time.
- 20. The Hirer (Landlord) authorizes the Property Manager (Professional Realty Group) to put a hold on the Hirer’s (Landlord’s) credit card listed below in the amount of the ‘rent-up-fee’ (see point 3 of this contract). This hold shall be removed once the first month’s rent has been collected from the tenant and then the ‘rent-up-fee’ will be paid from said rent. Should the Hirer (Landlord) terminate this agreement prior to the Property Manager (Professional Realty Group) approving a tenant for the property, then the Hirer (Landlord) authorizes the Property Manager (Professional Realty Group) to charge one-half of the first month’s rent (plus GST) as a ‘cancellation fee’ to the following credit card:

Credit card #: \_\_\_\_\_

Credit card type: \_\_\_\_\_

Name on card: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

CVV #: \_\_\_\_\_

- 21. Should the Hirer (Landlord) terminate this agreement while a tenant is in the property, then the Hirer (Landlord) agrees to pay the Property Manager (Professional Realty Group) the 12.5% fee for the balance of the tenants lease period providing the tenant continues to occupy the property. All security deposits will be forwarded to the Hirer (Landlord) within 30 days of contract termination.
- 22. There will be no interest paid to the Hirer (Landlord) for security deposit money held in trust by Professional Realty Group. Professional Realty Group will pay what/if any interest is due to the Tenant as required by the Service Alberta Website. All service charges incurred with this trust account will be paid for by Professional Realty Group.

Hirer’s Initials: \_\_\_\_\_ PM’s Initials: \_\_\_\_\_

23. The Hirer (Landlord) is responsible for payment of all condo fees and special levies and any insurance associated with the condo project.
24. The Property Manager (Professional Realty Group) will pull a copy of the condo bylaws from Alberta LandTitles to insure they are up to date. Any costs involved in doing so will be charged back to the Hirer (Landlord).
25. General repair and maintenance of the units will be the under the responsibility of the Property Manager (Professional Realty Group) unless otherwise stated in the Condo Bylaws (if applicable). Any costs encountered by the Property Manager (Professional Realty Group) in such maintenance while the property is vacant or what is beyond the responsibility of the tenant will be re-billed back to the hirer to pay for.
26. The Property Manager (Professional Realty Group) will keep all originals of tenant leases and will provide copies to the Hirer (Landlord) upon request.
27. Rents collected will be paid into a pooled trust account and the Hirer's (Landlord) portion will be deposited into the Hirer's (Landlord) account by the 15<sup>th</sup> of each month, with the exception of late payments. Late payments will be sent to the Hirer (Landlord) by email money transfer within 10 business days of receipt.
28. Owner Statements will be posted to the Hirer's (Landlord's) Propertyware portal by the 20<sup>th</sup> of each month.
29. The Hirer (Landlord) authorized the Property Manager (Professional Realty Group) to advertize as an "owner" using Professional Realty Group's contact information on any external websites.
30. The Property Manager (Professional Realty Group) will collect and retain a \$75 NSF or "late" fee from the tenants if applicable.
31. Pictures of each room of the property as well as the exterior pictures will be required prior to advertisingthe property. If there are tenants living in the home 24 hour notice will need to be given.
32. Properties must be cleaned to the Property Manager's (Professional Realty Group) standards as set out in their cleaning checklist prior to advertising or showing a property. If the property is occupied then the cleaning must be done prior to the start of the new lease agreement. This includes professional cleaning of carpets if applicable.
33. Properties must have all utilities turned on prior to any advertising or showings. In the case of a property becoming vacant, all utilities must be put into the Hirer's (Landlord) name immediately upon the tenant moving out. The Property Manager (Professional Realty Group) will alert the Hirer of any upcoming vacancies.
34. Should the property have more than one legal suite in it, and the utilities do not have separate meters, the Hirer (Landlord) shall agree to always leave the utilities in their name. The Hirer (Landlord) shall collect utilities from the tenants in one of two ways either:
  - 1 – the Hirer (Landlord) must charge a flat rate for utilities which will be added to the monthly rent that can only be adjusted once a year when the lease renews
  - OR
  - 2 – for an additional fee of \$75/month the Hirer (Landlord) must provide the Property Manager (Professional Realty Group) with the paid monthly statements, and the Property Manager (Professional Realty Group) will calculate what the tenants owe and collect from them each month.
  - OR
  - 3 – the Hirer (Landlord) agrees to handle all the split utilities / bills themselves. The Hirer (Landlord) must provide the tenant in a timely matter with the paid monthly statements, calculate what each tenant owes, and collect the money directly from the tenants via e-transfer.

If your property has more than one legal suite, please choose which option you prefer (1,2 or 3): \_\_\_\_\_

Hirer's Initials: \_\_\_\_\_ PM's Initials: \_\_\_\_\_

- 35. The Property Manager (Professional Realty Group) requires three full sets of keys for each property, including security keys and fobs if applicable. The Hirer (Landlord) is responsible for the initial cost of all keys and fobs.
- 36. The Hirer must provide the Property Manager a certified Radon report for each property. **As per Health Canada, this report must show that the property has been tested for 90+ days using the correct methods to ensure that it meets their testing requirements.** If the Hirer does not have a certified Radon report, the Property Manager will order one at a cost of \$225+gst and charge it back to the Hirer. If the report indicates the property tests above the acceptable safe limit of 200 Becquerel’s per cubic metre, the Hirer will be responsible to remediate the property at their own cost.

**37. DOWER CONSENT:**

The following questions must be answered if you are the only registered owner of the property:

- (a) Are you legally married? (includes a separated couple not yet legally divorced but does not include a couple in a common law relationship)  
Yes/No: \_\_\_\_\_
- (b) Have you or your spouse resided on the property at any time since your marriage?  
Yes/No: \_\_\_\_\_

If you have answered **yes** to both questions, your spouse will have to complete the Dower Consent and Acknowledgement and sign this agreement.

- 38. Are you or will you be residing outside of Canada at anytime during the next 2 years?  
Yes/No: \_\_\_\_\_

If you have answered **yes** you will be required to contact CRA (Canada Revenue Agency) to find out if you will be considered to be a non-resident or not. We require CRA’s decision in writing to add to our file. If you are deemed to be a non-resident by CRA, we are required by law to withhold a percentage of the rent and submit it as an income tax payment directly to CRA on your behalf. An Addendum will be added to this contract which will explain the actions and extra fees associated with this service.

**The following property is subject to this agreement:**

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\_\_\_\_\_  
(Hirer’s Signature)

\_\_\_\_\_  
(Date Signed)

\_\_\_\_\_  
(Hirer’s Signature)

\_\_\_\_\_  
(Date Signed)

\_\_\_\_\_  
(Property Manager’s signature)

\_\_\_\_\_  
(Date Signed)

Hirer’s Initials: \_\_\_\_\_ PM’s Initials: \_\_\_\_\_

Banking information for deposit or rents: Please provide a VOID cheque with all owners' names on the account as per the Title for the property.

Length of lease (**please check one of the following options**):

- 1) \_\_\_\_\_ 1 year or more
- 2) \_\_\_\_\_ 1 year
- 3) \_\_\_\_\_ 6 months

If repairs/maintenance is required on the property (**please check one of the following options**):

- 1) \_\_\_\_\_ Owner would like to be contacted first to be able to make own repair arrangements. (If the owner will be arranging for repairs they must post what arrangements are being made to fix the issue within 24 hours on the Propertyware portal. Repairs arranged for by owner must be completed within a reasonable amount of time. If the repair has not been completed in a reasonable time frame, Professional Realty Group has the right to go ahead with making arrangements for the repair.)
- 2) \_\_\_\_\_ Owner will not be making own repairs and property manager to arrange for contractors to carry out work as required.

With regards to pets, please initial one of the following and provide further information if necessary (**please check one of the following options**):

- 1) \_\_\_\_\_ I do not want tenants who have pets of any kind.
- 2) \_\_\_\_\_ Pets are negotiable, but I will want to be contacted first and given details about the pet before making a decision.
- 3) \_\_\_\_\_ I will allow pets but require a non-refundable pet fee from the tenant in the amount of \$\_\_\_\_\_ before the pet will be allowed.
- 4) \_\_\_\_\_ I will allow pets but require an additional amount of \$\_\_\_\_\_ per pet to be added to the rent. I will allow a maximum of \_\_\_\_\_ pets.

Hirer's Initials: \_\_\_\_\_ PM's Initials: \_\_\_\_\_