

# PROPERTY MANAGEMENT SERVICE PROPOSAL

*Provided by:*



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Rolla, MO 65401  
573-364-4060

473 Old Route 66  
St. Robert, MO 65584  
573-336-3535

3250 E Battlefield Road Suite Q  
Springfield, MO 65804  
417-730-1414

[www.inv-rel.com](http://www.inv-rel.com)

***Investment  
Realty, Inc.***

***1703 North  
Bishop Ave,  
Rolla,  
Missouri  
65401***

***473  
Old Route 66  
St. Robert,  
Missouri  
65584***

***3250 E  
Battlefield  
Rd. Suite Q  
Springfield,  
MO 65804***

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  
President

# ABOUT US

LOCAL KNOWLEDGE • INDUSTRY EXPERTISE



Investment Realty was founded in 1984, by Mike Woessner, on a commitment to professionalism and customer service which remains the cornerstone of our business philosophy today. We are the oldest and largest operating real estate company serving South Central Missouri with over 37 years of experience.

We have a dedicated team of 25 management professionals to handle all aspects of the Property Management Services. Through the relationships we have built in our local communities, we have acquired the trust of our clients to care for over 3,000 units ranging from single family, multi-family to commercial properties. On-site and Off-site property management available.

Our employees understand the value of your investments and strive to create a lasting relationship.

## Memberships and Associations

- *Licensed Brokerage in the State of Missouri*
- *Better Business Bureau A+ Accredited*
- *NARPM (National Assoc. of Residential Property Managers)*
- *National Association of Realtors*
- *Missouri Realtors*
- *AUSA (Association of US Army)*
- *Springfield, Rolla, St. James & St. Robert Chamber of Commerce*
  
- *Corporation License No. 00004185*
- *\$1 Million Liability Policy with \$5 million Umbrella*  
*\$1 Million Errors and Omissions Policy - \$500,000 Workers Compensation Policy (Policies Attached)*
- *Years in Business - 37 Years*
- *Number of Units Under Management - 3,000+ units with a 5% annual growth*
- *Personnel - Dedicated Team of 25 Property Management Professionals*

# PROPOSAL

## **TERM**

5 Year term with a 30 day cancellation policy

## **MANAGEMENT FEE**

Collected on a percentage basis of rents. Typically, a nominal administration fee is collected monthly in addition.

## **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, 82%+ of our tenants are utilizing this online payment service.

## **DEPOSIT METHODS**

Owner funds are direct deposited into an account of the owner's choice.

## **EVICTON 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 \$300
- 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 per occurrence with HVAC service calls ranging from \$70 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

*THIS IS ONLY A FEW OF THE SITES  
WE DISTRIBUTE LISTINGS*



# TESTIMONIALS

The opening of our second office in St. Robert Office, in 2013, and now our new opening in Springfield, came at a time when we determined there was a need in the Ft. Leonard Wood and Springfield Community for a new style of customer service, second to none.

The local community has greeted us with open arms and the continuing feedback from our clients has been overwhelming. We have included a few

## *Our Satisfied Clients Speak Volumes For Us*



*Renae on Google Review* ★★★★★

I cannot say enough great things about this company! The property manager is fabulous! He had our home rented less than 12 hours after listing it. He is very attentive and answers all questions. I highly recommend him and this company for any real estate needs!!

*Here are few things our tenants are saying:*

Investment Realty was an excellent company to work with. They helped me find a place, were responsive to my maintenance needs during the stay, and made the move-out easy and painless. I would gladly return to them if I ever return to the St Robert area.

*William on Google Review* ★★★★★

Investment Realty was extremely professional and helped me find a property quickly. Their staff is courteous and came in during their personal time to show me properties that fit my needs. I have been in my house now for a few weeks and couldn't be more pleased with the place they recommended to me, Investment Realty are true professionals and I highly recommend anyone in the St. Robert Waynesville, MO area in search of a house or rental contact them... you won't be disappointed!

*Jacob on Google Review* ★★★★★

*Chase on Google Review* ★★★★★

Shane has been a huge help getting our St Robert units leased. After a disaster with two other large mgmt companies in the area, we found ourselves with almost zero occupancy. Shane and his team got all 10 units leased and managed within a very reasonable time frame. We've been using them for the last 7 months and are having a very good experience so far.



# STATE OF MISSOURI



**John R. Ashcroft**  
**Secretary of State**

CORPORATION DIVISION  
CERTIFICATE OF GOOD STANDING

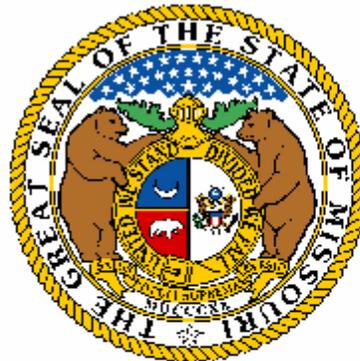
I, JOHN R. ASHCROFT, Secretary of State of the State of Missouri, do hereby certify that the records in my office and in my care and custody reveal that

*INVESTMENT REALTY, INC.*  
*00268830*

was created under the laws of this State on the 3rd day of October, 1984, and is in good standing, having fully complied with all requirements of this office.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 24th day of April, 2017.

  
Secretary of State



Certification Number: CERT-04242017-0041