

Date: {{DATE}}

{{LANDLORD\_NAME}}

of

{{LANDLORD\_ADDRESS}}

Regarding the Property Management of all properties you have us manage on your behalf, hereinafter referred to as the "Property".

### **Appointment, Use, Term and Termination**

The above-named Landlord of this property (including those with power of attorney or otherwise proven rights or beneficial ownership to lease the Property above), hereby agrees to be represented exclusively by RentPERKS in various aspects of Property Management of the Property in exchange for the Fees.

This SLA may be cancelled at any time and for any reason by the Landlord. The notice period is six months in your first year as a client and one month at any subsequent time. RentPERKS will retain Property Management rights until the end of the notice period (or payment of fees in lieu for early termination) and will ensure the transition of records and any physical items to your or your appointed representative.

RentPERKS may cancel this SLA in the event of a sale, petition for Bankruptcy by you, or a failure in your part to comply with a rule or order that must be lawfully followed.

Your Tenant may be entitled to earn Rewards from RentPERKS or its third-party rewards providers. These are detailed on our Site and subject to the Terms and Conditions of use by the issuer of the Rewards.

### **Use of Platform and Technology**

RentPERKS provided a secure site and supporting Applications (collectively referred to as Site Services) that encrypt and protect your information. These are PCI and ISO compliant and conform to all banking protocols as well as identity management standards for financial transactions. These standards include the specific prohibition of sensitive information including financials and bank account details by email. You agree that you will employ the Site Services for updates to sensitive information and property details. The Site Services are easy to use, are maintained and updated regularly and put you in easy touch (phone, email and sms options are on the App) with your assigned professional service provider. The Owners' Portal (OP) is accessed via <https://rentperks.com/landlord.html> LOGIN the OP.

It has all properties, leases, documents, ledger balances, your bank account details by property, service agreements, advertisements, traffic, referral options and a staffed inquiry line. The OP also allows for custom financials, reporting, export of data and consolidation of building properties. All Site Services including the App use the same format for username and password and you can reset your password from the OP or the App. We recommend using both so you have convenient and live data at all times as well as the ability to contact us directly from your phone when needed. iOS (Apple) Store App can be downloaded at <https://apps.apple.com/us/app/rentperks-landlord/id1320616348> and the google play version can be accessed from <https://play.google.com/store/apps/details?id=com.rentalmileslandlord&hl=en> while both URL's can also be accessed from <https://rentperks.com/landlord.html> at any time.

### **Fees & Third-Party Fees**

We will recover our Management Fees from your Property each month when rent is due. That fee is {{MONTHLY\_FEE}}%. If a property is vacant (not tenanted or able to be tenanted) but in our care, this fee is reduced by 50%. The minimum monthly management fee is \$75 unless agreed otherwise.

We charge a Lease Fee based on the monthly rent achieved for new leases and those that exceed 12 months in length will have the same fee applied on the anniversary of the Lease. The Lease fee is {{DURATION}} rent. Your Tenant, or any other client of RentPERKS that Leases your Property may receive part of this Lease Fee as a Reward. Where no pets are legally enforceable and/or required by you as a condition of leasing, the leasing fee is one month's rent. The minimum Lease Fee is \$650 unless agreed otherwise.

Any rental moneys we hold will be deposited in a Pooled Trust account for you and will be disbursed to you as soon as possible and would only be held back in anticipation of scheduled bills and maintenance expenses that you have agreed to or instructed us to pay.

Where a security deposit is received from a tenant we will hold that in a separate pooled trust account, distinct from rents. These will be refunded or held back in whole or part depending on the condition the property is returned in when the tenancy expires.

In some cases, we may need to secure the services of a legal attorney and/or mediators or pay court and legal costs particularly in cases such as evictions. We may also need to engage collection agencies. We will not exceed your pre-authorized expenditure levels before incurring such costs. You acknowledge that these costs will be recovered from Rental Income or recovered from you directly. In some jurisdictions, paralegals or licensed lawyers are mandatory in the preparation and representation of Property documents at hearings and at tribunals. In such cases we will pass these fees to you at cost. If an eviction occurs a standard fee of \$500 will be levied for preparation, attendance at tribunals, documents, coordination with law enforcement and attendance to property with key/lock changes.

Where bills and costs associated with the property cannot be paid from rental receipts you will pay them directly or agree to pay them to us where such costs have been paid on your behalf. Bill management incurs a fee of \$7.95 per bill processed on your behalf including recovery of and management of utility bills passed onto/recovered from tenants.

If a Property is made available for sale, our monthly management fee is increased by 4% of the monthly rent during the period of the sale process. We will work with your selling agent and tenants to enable a smooth selling period for your Property.

RentPERKS must obey any lawful order from a government authority. Where Rental Income is garnished by way of an Order, or Foreign Residents must comply with Withholding taxes, we set aside and remit these funds as instructed. You must declare if you are non-resident so that we lawfully remit withholding tax in accordance with local or federal laws governing your Property. You agree to indemnify and reimburse RentPERKS for all costs associated with non-remittance of any non-resident withholding tax due to any non-disclosure on your part. You are liable to pay any Goods and Services or Value Add Tax in addition to Fees.

### **RentPERKS' Obligations, Rights and Authority**

We have your exclusive Authority to Deal as your appointed Agent to act on your behalf in all matters regarding your Tenant's occupation including disputes, hearings and matters appearing before a Tenancy Branch.

When we receive applications for your Property, we will complete background checks on Applicants including a combination of credit, employment, references, social affiliations and any past payment history with us. We will also run an ongoing scoring system based on the Tenant's use of the Property and payment timeliness each month.

When it is available, we will advertise the Property on our site and affiliate sites and social networks to market it for lease. We will also market it to RentPERKS' existing client base. We will agree the Property Rental Income with you based on market tools and your requirements and within the constraints of any government imposed Rental Income restrictions.

Where a property ledger has a negative balance for any reason, we will transfer funds from another Property within the same ownership group to satisfy the shortfall. If this is not possible then you agree to fund the property immediately so that services can continue with the Property ledger in good standing.

We will inspect the Property to conduct entry and exit reports as well as Condition Reports during the term of a Lease. These Reports will be made available to you on the OP after tenants have made their comments. RentPERKS may provide Rewards to Tenants that achieve good ratings on these such inspections. Condition and inspection reports may indicate that additional

inspections will be needed to protect your property. We will advise you if this is the case. Any additional inspection beyond 2 in a 12-month period attracts a fee of \$195.

### **Indemnity and Insurance**

You agree to hold harmless and indemnify us in the conduct of our work.

You will at all times maintain Landlord's insurance with appropriate coverage for your Property. You can obtain discounted landlord insurance with our partner Apollo Insurance at <https://info.apollocover.com/rentperks>

### **Maintenance and associated Fees**

Maintenance tasks under \$100 will be automatically scheduled and carried out, as will entry and exit cleans (not exceeding \$300) where we believe them to be necessary in order to present and lease your tenancy. You agree to enter the other authority levels for maintenance in your Owner Portal. The default setting authorizes us to undertake maintenance to the value of \$400. We endeavor to provide quick service with reputable maintenance providers and make repairs in keeping with the standard of your Property.

RentPERKS will review warranties, insurance policies, and previously undertaken work to ensure expenses are not unnecessarily incurred. RentPERKS' fee for booking maintenance jobs is \$14.95. Where we are required to be present for the entire duration of a maintenance job, or encounter complex maintenance requiring significant on site presence, then we will bill this to you at an hourly rate of \$45.00.

We have a 24-hour, 7 day-a-week emergency line that your Tenant can use for emergency matters that threaten life, injury or would cause significant damage to the Property or surrounding properties. Emergency matters must be dealt with immediately by law, even if they exceed your authorized maintenance amount. We will communicate these to you as soon as possible.

Where a maintenance response/approval has been allocated to you, it must be made within 48 hours. If that timeframe is exceeded, we may schedule and dispatch the appropriately qualified and vetted maintenance personnel. This is to ensure a legal and compliant response to your tenant.

### **Capital Improvements**

Where capital projects, renovations and improvements are taking place and RentPERKS is required to have involvement in the planning, reporting, scheduling, payment, communications or oversight then additional fees will be applicable. These tasks are not in relation to standard repairs and can create additional costs in relation to attendance and tenancy management

issues. RentPERKS will provide such services at either a pre-negotiated amount that is payable in monthly installments, or at an hourly rate of \$45.

### **Marketing and Advertising**

We will exclusively market and advertise and show your property for you. We have access to national and local and social media platforms and monitor data and adjust rents as needed to maximize your income and achieve the highest quality tenant placement. You agree not to advertise or show the property while we are your property managers and any leads will be referred to our site [www.rentperks.com](http://www.rentperks.com) to apply for the property and supply all required information so we can assess placements.

### **Bill Payments**

You agree to submit any bills for your Property to the OP with an image of the bill and to specify if they are to be paid by Tenant or you. For Tenant Bills, include details as to what portion should be recovered and with sufficient notice for us to commence recovery. At no time does RentPERKS become personally liable for Payment of Bills associated with your Property.

Where RentPERKS is required at your direction to maintain utilities accounts in its own name, a surety of \$400 per door managed will be retained at all times to cover periods of empty tenancies or non-payment. We are not liable at any time for utility payments.

### **Signature**

{{CUSTOMER\_SIGN}}

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