

Turn-Key Properties, LLC

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TURN-KEY PROCEDURES

- 1) **FIND AN ADDRESS YOU LIKE** Drive by the address you are interested in and see if you like the exterior, location and neighborhood. **Legally, it is your responsibility to check out the neighborhood you are moving into. We are not allowed to comment on an area.**

- 2) **TO VIEW THE INTERIOR** If the unit is in an apartment building or has more than one unit inside a common entrance, call the office and we will make an appointment to meet you and show the unit. If the unit is a single family dwelling or duplex with exterior entrances, the procedure is: (There are some exceptions, please call our office to verify)
 - **OPTION #1** Come to our office, check out a key for you to go view the unit on your own. You will need to leave a \$30. Refundable CASH Deposit for each address you would like to view, as a security that the key will be returned by 4:30 that same day. **IF** the key is returned by 4:30 that same day, your Deposit will be returned to you. If the key IS NOT returned by 4:30 that same day, your Deposit WILL NOT BE RETURNED.
 - **OPTION #2** If you need to check out a key overnight, there is a \$50. Refundable Deposit for each address you would like to view and **IF** the key is returned the next day by 10AM, the Deposit will be refunded. If the key IS NOT returned by 10am the following day, your Deposit WILL NOT BE RETURNED.
 - **NOTE: Some properties have lock boxes – Call our office for procedures for a specific property.**

- 4) **APPLICATION PROCESS** If you would like to fill out an application, you can get applications at our office or we can fax or e-mail one to you. There is a \$40 **NON-REFUNDABLE** application fee for each adult over the age of 18. If you bring cash, please bring correct change. We do not have cash on hand. Refer to Resident Selection Policy for more information. We do not hold any unit while an application is being processed and if another application comes in and is approved first, the first approved application is first in line. If a Reservation Fee is paid, that application is then first in line, pending approval. See Reservation Fee Agreement for more details. The length of time to process an application is determined by how fast you get your requested documentation to our office and how fast your employment and landlord references respond. **WE DO NOT ACCEPT PERSONAL CHECKS FOR APPLICATION FEES, RESERVATION FEES OR RENT!** The application process will not begin until proper payment has been received in our office.

- 5) **HOME STUDY** After we have completed the in-office approval process, we make an appointment to do a Home Study. We make a short visit to your home. We are looking for a good tenant that will take care of the property and keep it drug-free. We believe that if you are taking good care of the home you live in now, you will take good care of our unit.

- 6) **RESERVATION FEE** A Reservation fee; equal to the amount of the Security Deposit will transfer to your Security Deposit when a Lease is signed. Units are rented to the first, qualified and approved applicant who pays the Reservation Fee. Refer to Reservation Fee Agreement.

- 7) **SECURITY DEPOSIT** Before move-in, we will collect the Security Deposit and required rent, sign the Lease, complete a move-in inspection and give you the keys.

- 8) **UTILITIES** You will need to get the utilities you are responsible for, transferred to your name prior to the Lease Signing or the Lease Signing will not take place.

- 9) **RENT** Rent is always due on the first of every month. We mail a Rent Account Statement on the 20th of every month with an envelope to mail your rent in or we have a drop box if you want to deliver the rent. Rent is late after the 5th of the month and late fees apply. We are not responsible for the Postal Service and if you mail rent it is your responsibility to see that it is mailed early enough to arrive on time. **WE DO NOT PICK UP RENT. IT IS YOUR RESPONSIBILITY TO GET THE RENT TO OUR OFFICE ON TIME. WE DO NOT ACCEPT PERSONAL CHECKS FOR APPLICATION FEES, RESERVATION FEES OR RENT!**

It is very important for you to know that we are a Real Estate Company providing management for the owner of the unit and we DO NOT have any authority to allow rent to go unpaid. If rent is not paid by the 15th of the month, Eviction will be filed. If you have a habit of paying rent late, then don't rent from Turn-Key. You will not be in the unit long. All payments apply to the oldest balance

We keep our units in good repair and complete maintenance issues on a timely basis. We want you to have a nice, comfortable home to live in.

Drugs of any kind, including marijuana ARE NOT tolerated! If there is any suspicion of drug activity in the unit, we contact Dart, the Prosecuting Attorney, Kansas City Police and Ad-Hoc. Intense surveillance begins on that unit. Again, we want all of our tenants to have a safe, enjoyable home to live in.

Reservation Fee Policy

A property is rented to the **First, Qualified, Approved, Applicant, who pays the Reservation Fee and has offered the Highest amount of rent.** **WE DO NOT ACCEPT PERSONAL CHECKS FOR APPLICATION FEES, RESERVATION FEES OR RENT!** The application process will not begin until proper payment has been received in our office. If two applications are being processed at the same time, Turn-Key reserves the right to determine which applicant is more qualified and which application is approved first.

The Reservation Fee (amount equal to the Security Deposit) is non refundable. This Reservation Fee is to hold a particular unit for tenancy, up to 30 days, from the date of the Application. Payment of said Reservation Fee does not entitle you to have 30 days to be approved nor give you any rights to be first in line. Until your application is approved, we will accept other applications and Reservation Fees that come in.

If Reservation Fee is paid prior to application being approved, the paid Reservation Fee does not mean the unit is being held. Other applications may come in during that time period and if they are approved prior to yours, the unit will be rented to the approved application. In this case, your Reservation Fee would be returned to you. Said Reservation Fee will be deposited into an Escrow account during this process and any funds that might be returned to you, will come from this account. You will not be approved until the entire process is complete, including you providing all requested documentation and all references have been received in our office. If you do not provide requested documentation within 30 days of the date of your application, the application will expire and your Reservation Fee will not be returned to you. It is your responsibility to provide all requested documentation within 30 days of the date of your application. You must be able to prove the amount of income stated on your application within said 30 days.

If you are declined as a tenant by Turn-Key Properties, LLC or the unit is rented to another applicant, due to there being more than one application pending, the Reservation Fee WILL be returned to you. If you decide not to rent the unit, either prior to approval, or after approval, **or at any time,** or you do not provide requested documentation, or you do not prove the amount of income you stated on your application, or any changes are made by a Housing Authority or other rent assistance program, the Reservation Fee will NOT be returned to you.

After move in, signing of all Rental Agreements and any remainder of Security Deposit is paid, this Reservation Fee will be transferred to the Security Deposit.

This Turn-Key Procedures information sheet is intended to give an example of the process we use and is not intended to constitute a contract of any kind and is not intended to take the place of the Turn-Key Resident Selection Policy, Reservation Fee Agreement or any other written Agreement by Turn-Key Properties. LLC.