

Residential Property Management Services

GREATER
VICTORIA
AREA



Service Overview

Macdonald Property Management is pleased to offer three (3) types of services for single-family homes:



FULL MANAGEMENT



LEASE-ONLY



HOME CONCIERGE

SERVICES	FULL MANAGEMENT	LEASE ONLY	HOME CONCIERGE
Property Advertising <i>on multiple websites and social media with professional photos</i>	Y	Y	
Tenant Placement <i>Quality Tenant Placement</i>	Y	Y	
Collection of Rent	Y		
Property Maintenance	Y		Y
Emergency Problems <i>such as electrical blackouts or plumbing problems</i>	Y		
Insurance Policies <i>Maintenance and placement of insurance policies</i>	Y		
Monthly Accounting Statements <i>Regular monthly accounting statements to the owner</i>	Y		
Net Rental Process Forwarding <i>Forwarding of net rental proceeds to the owner by cheque or the deposit of these into an account of the owner's choice</i>	Y		
Property Inspection <i>Inspections on a regular basis to determine the condition of the property</i>	Y		Y
Move-in/Move-out Inspection	Y	Y	
Security Deposit Handling <i>Processing of the residential tenant's security deposit plus accumulated interest</i>	Y	Y	
Owner Relation <i>Prompt and courteous response to all enquiries coming from the owner</i>	Y		
Tenant Relation <i>Resolution of any problems in an appropriate manner which originate with tenants</i>	Y		

Contact us at islandpm@macrealty.com for pricing.

Full Management Service

MANAGEMENT FEES


- **Condos/Strata:**

A minimum of \$125.00 per month + GST or 10% of the gross rent, whichever is the greater amount.

- **Houses:**

A minimum of \$150.00 per month + GST or 10% of the gross rent, whichever is the greater amount.

Our 10%+GST Management Fee is Inclusive of the following:

- Creation of a new lease or rental agreement / renewal of existing tenancy agreements
 - Advertising of the property on the Macdonald PM Website
 - All courier, mail, telephone, fax, mileage, and photocopy costs in connection with the provision of services under this Agreement
 - An annual audit fee of \$25.00 per year
 - All GST, sales taxes, and other applicable taxes in respect of the above fees
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ADDITIONAL FEES

- **Tenant Placement Fee: \$500**

If there is turnover in your tenancy and we need to re-advertise and place a new tenants

- **Owner Contribution: \$500**

We require an advance of a minimum of \$500.00, on account to cover fees associated with credit & background checks, administrative fees, and cancellation of our contract.

- **Non-Resident Fee: \$35.00 per month**

If we must submit remittances to Revenue Canada for Non-Residence payments

- **Cancellation Fee: \$250.00 +GST**

Should the Full Management Contract be cancelled by the Owner prior to the property being rented, a cancellation fee to the Owner will be applied.

Other conditions

- **Special advertising requests** from Owners and all costs associated with residential tenancy branch disputes are not inclusive of this contract and will be charged back to the Owner at cost.
- **Tenant Placement Fee: 25% of the first month rent** is applicable at the beginning of every new tenancy agreement.
- **Credit checks** for suitable rental candidates as determined by the Property Manager are at an additional cost.

EXCLUSIVITY CLAUSE

Macdonald Property Management will act as the exclusive rental agent. In the event another rental agent is retained, discovered, or notified, Macdonald will immediately cancel this agreement and the cancellation fee will be applied against the retainer.

Lease-Only Service

LEASE-ONLY SERVICE FEES

- **Leasing Fee:**
One half of one month's rent or \$1000.00 plus GST whichever is the greater amount.
- **Listing Setup Fee: \$50.00**
\$50.00 set up fee for your property to be on our website, and a monthly fee of \$25.00 until rented.
- **Owner Contribution: \$500.00**
We require an advance of \$500.00, on account to cover fees associated with credit & background checks, administrative fees, and cancellation of our contract.
- **Renewal Fee:**
One quarter of one month's rent or \$375.00 plus GST whichever is the greater amount.
- **Maintenance Fee: 10% surcharges**
A 10% surcharge plus applicable sales tax will be added to any repairs, cleaning, maintenance required or requested to lease the property.
- **Cancellation Fee: \$250.00 plus GST**
If the Lease Only Contract be cancelled by the Owner prior to the property being rented, a cancellation fee to the Owner will be applied.



PROFESSIONAL PHOTOS

We work with VI standard to provide professional photos to best show your home. **Approximately \$150 of value, quality photos.**

EXCLUSIVITY CLAUSE

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Home Concierge Service



Under our “Home Concierge” service, we take the responsibility of conducting home checks for the homeowner in periods of extended absence. This service can be tailored to the homeowners needs and requirements. We can be as involved with the management of your property as you wish for us to be.

We recommend that you call your home insurance provider to confirm the frequency of home checks that is required by your policy. We are committed to delivering a service that provides homeowners with the peace of mind that their property is in good hands.

This service requires your property to be adequately insured by your insurance company.

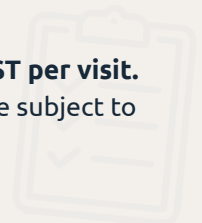
SERVICES

This service involves the following tasks:

- Exterior & interior inspection
- Check windows, doors, patios & basement
- Check furnace and electrical room
- Run taps and flush toilets, water plants
- Check temperature, rotate lighting as required
- Collect and sort mail, keep records of all visits
- Additional services are available upon request: such as winterizing the property and shutting off water taps in the winter, arranging cleaning and all other services.

HOME CONCIERGE SERVICE FEES

- **Maintenance Fee: Flat fee of \$400+GST** which includes regular weekly visits as per your insurance requirements.
- **Additional Visit(s) Fee: \$25 + GST per visit.** Extra visits to the property will be subject to charge of \$25 + GST per visit.



Property Management Process

1 Evaluation

Evaluate a price range for your property based on current market value.

2 Agreement

Sign a management agreement outlining the details of our relationship and our commitment to you!

3 Property Setup

A handful of documents to complete which outlines all the details of the property. Also, the owner sends in a \$500 hold amount used for timely payment of future bills.

4 Advertising

We post your property Online to connect with potential applicants. We take photos of the property if needed. Showings are set up and applications are received.

5 Tenant Screening

We keep you informed during the whole process, we'll send you the best applications for you to select. We then complete credit checks and request proof of income.

6 Tenant Placement

Sign a tenancy agreement that is built to protect the landlords. Their rent is set up on auto withdrawal to our office. Completed a move-in inspection and collect proof of renters insurance.

7 Ongoing Management

We handle all communication with the tenant, repair condition, rent increases and more. You can rest assured that Macdonald Property Management will take care of your property as if it was our own



The Team



Courtenay Skipsey

**Regional Property Manager
Victoria Specialist**

250.886.3218

cskipsey@macrealty.com

With almost 10 years of experience as a Residential Realtor® Courtenay joined Macdonald Property Management as a full-time Property Manger in 2020 specializing in Greater Victoria BC.

Demonstrating an intuitive ability to match landlords with tenants. Courtenay works carefully to create a balanced tenant mix for detached homes, suites within strata properties, and apartment style buildings. She diligently works with owners to create and maintain an overall Real Estate vision by helping meet goals and maximize investments.



Lindsay Hamilton

**Regional Property Manager
Victoria Specialist**

250.216.5929

lindsay@macrealty.com

Having lived in Victoria all her life, Lindsay is your quintessential savvy local. She brings creative thinking, tenacious attitude and unwavering commitment to her clients.

Lindsay has been a Realtor with Macdonald Realty for almost 10 years and brings substantial experience to our Property Management Team. She is highly knowledgeable about the Greater Victoria area. She has great interpersonal relations and exceptional customer service, she is dedicated to making Property Management a smooth process for both property owners and tenants alike. Her warm and approachable demeanor plays a big part in getting to know potential tenants and finding the right person to rent your home.

TESTIMONIALS

“ Ms. Skipsey managed our property. She was meticulous and extremely organized. She was able to weed through applicants and she found us wonderful tenants. We highly recommend Courtenay Skipsey to both landlords and tenants.

Uphar K. Dhaliwal, JD

Lindsay worked tirelessly to help my parents find their dream house in Victoria! She is always professional and very kind. We couldn't have asked for a better agent.

Emma Barker Sharp

”



Property Management Done Differently

CONTACT

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Lindsay Hamilton

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PROPERTY MANAGEMENT

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