KRC REALTY

Property Management

Onboarding Guide

What to Expect as a KRC Realty Property Owner

Welcome to KRC Realty Property Management

Thank you for choosing KRC Realty to manage your investment property. With over 20 years of experience and IREM/CPM certification, we are committed to maximizing your returns while minimizing your stress. This guide outlines what to expect during the onboarding process and throughout our management relationship.

Step 1: Property Assessment (Week 1)

- Thorough property inspection to document current condition
- Review any existing leases, tenant relationships, and maintenance history
- Identify immediate repairs or improvements needed for market readiness
- Photograph the property inside and out for marketing and documentation
- Assess current rental rate vs. market rate and recommend adjustments

Step 2: Management Agreement & Setup (Week 1-2)

- Sign the property management agreement outlining services and fees
- Set up your owner portal for 24/7 access to statements and reports
- Establish your maintenance approval threshold (default: $300)
- Configure direct deposit for monthly rental income distributions
- Transfer utilities, vendor contacts, and keys to our management team

Step 3: Tenant Transition or Marketing (Week 2-3)

If currently occupied:

- Introduce ourselves to existing tenants and establish communication
- Review lease terms and ensure compliance
- Set up tenant portal access for rent payments and maintenance requests

If vacant:

- Professional photography and virtual tour creation
- List on 30+ rental platforms (Zillow, Apartments.com, etc.)
- Conduct showings and process applications
- Thorough tenant screening: credit, background, income, rental history

Our Fee Structure

- Monthly Management Fee: 8% of rent collected
- Maintenance Markup: 10% (covers vendor coordination and oversight)
- Leasing Fee: One-time fee for tenant placement
- No hidden fees for inspections, lease renewals, or monthly reporting
- You only pay when rent is collected — if the property is vacant, no fee

What We Handle For You

- Rent collection and enforcement (online payments, late notices)
- Maintenance coordination with licensed, insured vendors
- Regular property inspections (move-in, quarterly, move-out)
- Lease enforcement and tenant communication
- Financial reporting: monthly statements, year-end tax documents (1099)
- Eviction processing if necessary (rare with our screening process)
- 24/7 emergency maintenance response
- Legal compliance: fair housing, habitability, local ordinances

Monthly Owner Statement

By the 10th of each month, you will receive:

- Income summary (rent collected, late fees, other income)
- Expense detail (maintenance, utilities, management fees)
- Net distribution amount (deposited to your bank account)
- Year-to-date financial summary
- Maintenance work order details with vendor invoices

Communication Expectations

- Monthly financial statements by the 10th
- Maintenance requests over your threshold: same-day notification
- Vacancy updates: weekly during marketing period
- Annual property review and rent increase recommendations
- Immediate notification for emergencies or lease violations
- Your dedicated property manager is available M-F 9am-5pm
- After-hours emergency line available 24/7

Contact Information

KRC Realty — Property Management Division
1132 San Marino Dr #100, San Marcos, CA 92078
Phone: (760) 798-4700
Email: info@krcrealty.com
Owner Portal: https://krcrealty.appfolio.com/oportal

Office Hours: Monday - Friday, 9:00 AM - 5:00 PM

Emergency Maintenance: 24/7

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