

Owners Handbook

Welcome to Guaranty Property Management LLC

Thank you for trusting **Guaranty Property Management (GPM)** with the management of your investment property.

Owning rental real estate can be one of the most powerful long-term wealth building tools available. At the same time, managing a rental property requires careful attention to operations, compliance, tenant relations, maintenance, and financial oversight. Our role is to **protect your asset, manage the day-to-day operations, and help position your property for long-term success.**

At GPM, we view our role as more than simply collecting rent or coordinating repairs. We operate as **asset managers and fiduciaries for our clients**, meaning we approach every decision with the goal of protecting the property, reducing risk, and maintaining long-term performance.

Our company was built by **real estate investors and professionals who understand firsthand the challenges and opportunities of owning rental property.** Because we actively participate in the local real estate market, we bring practical insight into pricing strategy, tenant placement, maintenance decisions, and long-term property performance.

Our goal is to provide owners with **stability, transparency, and peace of mind**, knowing that their investment is being managed with professionalism, structure, and attention to detail.

Our Commitment to Owners

At Guaranty Property Management, we commit to operating with the following principles:

- **Integrity in every decision**
- **Clear and consistent communication**
- **Accurate documentation and recordkeeping**
- **Proactive management to prevent problems before they arise**
- **Respect for both owners and residents**

We understand that your property represents a significant investment, and we take seriously the responsibility of managing it on your behalf.

What You Can Expect from GPM

When partnering with Guaranty Property Management, owners can expect:

Professional Leasing & Tenant Screening

We follow a consistent screening process designed to identify qualified applicants while maintaining full compliance with Fair Housing and North Carolina law.

Structured Property Management Systems

Our processes are documentation-driven and policy-based to ensure consistency, transparency, and accountability.

Maintenance Oversight

We coordinate maintenance requests and repairs with trusted vendors while protecting the long-term condition of the property.

Financial Reporting

Owners receive regular financial reporting and account statements through our property management platform.

Compliance & Risk Management

Rental housing involves numerous legal requirements. Our team works to ensure leases, notices, and procedures follow applicable regulations.

A Partnership Approach

Successful property management works best when **owners and managers operate as partners**.

We encourage open communication and collaboration when it comes to decisions that affect your property and its long-term performance.

We ask that owners:

- Maintain appropriate insurance coverage for the property
- Respond promptly when owner decisions are required
- Work collaboratively with the management team when addressing property needs

This partnership approach allows us to operate efficiently while protecting your investment.

A Long-Term Perspective

Real estate ownership is most successful when viewed with a **long-term horizon**.

Maintaining the property, setting realistic expectations, and focusing on stable occupancy are the key drivers of long-term returns. Our goal is to help owners navigate these decisions while protecting both the physical asset and the financial performance of the property.

Thank You

We appreciate the opportunity to work with you and look forward to helping you manage and grow your real estate investment.

If you ever have questions about your property, your account, or the rental market, our team is here to help.

Thank you for choosing **Guaranty Property Management**.

Sincerely,

Guaranty Property Management

Asset Management • Leasing • Property Operations

Working With Guaranty Property Management

What Services Does GPM Provide?

Guaranty Property Management provides **full-service management of residential rental properties**, allowing owners to focus on the investment while we manage the day-to-day operations.

Our management services are designed to **protect the asset, maintain stable occupancy, and ensure compliance with all applicable regulations.**

Below is an overview of the services included in our management program.

Property Preparation (Make Ready)

Before a property is listed for rent, we coordinate repairs, cleaning, and necessary improvements to ensure the home is presented professionally and competitively in the market.

Proper preparation helps:

- attract qualified applicants
 - reduce vacancy time
 - maintain long-term property condition
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Leasing & Marketing

We market the property across multiple rental platforms and coordinate showings through our leasing systems.

Our leasing process includes:

- professional listing creation
- showing coordination
- application processing
- applicant screening
- lease preparation and execution

Our goal is to identify **qualified tenants who will care for the property and meet lease obligations.**

Tenant Screening

All adult applicants must complete our screening process.

Screening may include:

- credit evaluation
- criminal background screening
- eviction history review
- income verification
- rental history verification

Applicants are evaluated using **consistent screening criteria and scoring standards** to ensure fair and lawful decision-making.

Rent Collection

We collect rent through our secure online platform (Buildium) and enforce lease payment terms consistently.

Services include:

- rent collection and tracking
- late fee enforcement
- follow-up on delinquent payments
- financial reporting

Consistent enforcement helps maintain **stable cash flow and tenant accountability**.

Maintenance Coordination

Maintenance requests are managed through our property management system and coordinated with licensed and qualified vendors.

Our maintenance process prioritizes:

- tenant safety and habitability
- protection of the property
- efficient resolution of maintenance issues

Owners are notified when repairs exceed authorization thresholds or require major decisions.

Property Inspections

We perform property inspections to document condition and monitor the property over time.

Inspections may include:

- move-in inspection
- move-out inspection
- additional inspections as necessary

Inspection reports may include **photos and documentation stored in the property management system**.

Financial Reporting

Owners receive financial statements through the owner portal.

Reports typically include:

- monthly owner statements
- income and expense reporting
- year-end summaries for tax preparation

Our goal is to provide **clear visibility into the performance of your property.**

Lease Enforcement & Compliance

Rental housing requires compliance with numerous regulations and lease requirements.

We assist with:

- lease enforcement
- violation notices when necessary
- coordination of legal actions when required

Our goal is to maintain consistent enforcement while operating within applicable laws and regulations.

Renovation & Property Improvements

In some cases, owners may choose to improve the property to enhance rental value or long-term asset performance.

Our team can assist with:

- property improvement planning
- renovation coordination
- vendor management

These improvements may help increase market appeal, rental income potential, and long-term property value.

Your GPM Team

Guaranty Property Management operates with a **team-based management structure**, ensuring that multiple professionals support the successful operation of your property.

Role	Responsibility
Property Manager	Primary point of contact responsible for the overall performance of the property and owner communication.
Leasing Coordinator	Oversees property marketing, showings, and leasing activities.
Maintenance Coordinator	Manages maintenance requests and vendor coordination.
Administrative Support	Handles documentation, records, and operational support functions.

This structure allows each team member to focus on their area of expertise while working together to manage the property effectively.

Software & Owner Portal Access

GPM utilizes professional property management software like Buildium and Rentengine to provide owners with transparent reporting and convenient access to information.

Owner Portal

Owners will receive access to an online portal where they can:

- review monthly financial statements
- access historical reports
- view transaction records
- download year-end financial summaries

The owner portal is available **24 hours a day for convenient access to property financial information.**

Communication Guide

Clear communication is essential to a successful partnership.

Office Hours

Monday – Friday
9:00 AM – 5:00 PM

Emergency Maintenance 984-333-8313

Residents have access to an **emergency maintenance line outside of regular business hours** for urgent property issues.

Communication During Key Events

During important property events such as:

- vacancy periods
- property preparation
- lease renewals
- significant maintenance

We strive to communicate regularly to keep owners informed and request approvals when necessary.

Routine Communication

Outside of major events, owners can expect:

- monthly financial statements
 - maintenance updates when appropriate
 - communication regarding significant property matters
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Management Agreement & Lease Documents

Management Agreement

Our management relationship is governed by the **Property Management Agreement**, which outlines the scope of services, fees, responsibilities, and authorization limits.

Owners should review this agreement carefully, as it defines the working relationship between the owner and Guaranty Property Management LLC.

Lease Agreements

Lease agreements used for tenants are standardized across our portfolio and designed to protect both the property owner and resident while complying with applicable laws.

These leases define:

- rent obligations
 - property use rules
 - maintenance responsibilities
 - lease enforcement procedures
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Owner Responsibilities & Decision Guide

While GPM manages the day-to-day operations of the property, owners retain certain responsibilities related to the ownership of the asset.

Owner Responsibilities

Owners are responsible for:

- completing onboarding documentation
- providing keys, access codes, and property information
- providing warranties and appliance information
- providing HOA documentation if applicable
- maintaining appropriate insurance coverage
- maintaining required reserve funds for repairs
- responding to requests for major repair approvals when necessary
- keeping contact information updated
- remaining current on property taxes, mortgage payments, HOA dues, and insurance

These responsibilities ensure that the property can be managed efficiently and without unnecessary delays.

Actions Owners Should Avoid

To ensure proper management and legal compliance, owners should not:

- negotiate directly with tenants or prospective tenants
- authorize repairs independently without coordination with GPM
- enter the property without proper notice or coordination
- modify lease terms directly with tenants

All tenant-related communication should be directed through Guaranty Property Management.

Decision Authority

GPM handles routine operational decisions related to:

- tenant communication
- maintenance coordination
- lease enforcement
- property operations

Owners are consulted for decisions involving:

- major repairs
- capital improvements
- significant financial expenditures beyond authorization limits

This structure allows the property to be managed efficiently while ensuring owners remain informed about major decisions affecting their investment.

Guaranty Property Management LLC

1249 Kildaire Farm Rd, Suite 123

Cary, NC 27511

919-914-9331 Main #

Guaranty Property Management (GPM) Day-to-Day Management & Owner Services

Rent Collection & Owner Distributions

Rent Collection

GPM handles all rent collection, delinquency tracking, and enforcement.

- Rent is due per lease terms (typically 1st of the month)
- Late notices and formal demands are issued as required
- Payment plans may be considered on a case-by-case basis
- Owners are notified when delinquency may impact distributions

Eviction Process

If a resolution cannot be reached, eviction is initiated in accordance with North Carolina law.

- **Typical Filing Timeline:** After required notice periods
 - **Eviction Coordination Fee:** \$550 (court costs not included)
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Owner Distributions

- Funds are distributed on or around the 10th **of each month**
 - This timing allows:
 - Full rent collection cycle
 - Processing of maintenance, fees, and charges
 - Accurate owner accounting
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Management Fee

- **10% of gross monthly rent collected**, unless otherwise agreed upon
- Fee is earned daily and processed monthly

Policy Note:

While the agreement may allow for minimum fees, GPM's standard practice is:

We collect management fees only when rent is collected

Animal fee

We charge a pet fee of \$400 per pet that is delivered to the owner

No fee for Emotional Support Animals

All Residents need to complete a pet screen regardless of having a pet or animal. Pet screens are completed using [Petscreening.com](https://petscreening.com)

Breed restrictions

Akita, Pitbull, Chow, Sharpie, Rottweiler, Wolf hybrid, Presa Cario

Financial Reporting & Transparency

Monthly Owner Statements

Found via owner portal and a statement of owner distribution when funds dispersed

Includes:

- Rent collected
 - Maintenance expenses
 - Vendor invoices
 - Management fees
 - Leasing or renewal fees
 - Adjustments and credits
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Annual Reporting

- Year-end financial summary + **1099 tax documentation**
 - **Fee:** \$45 per entity annually
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Owner Portal Access

Owners have **24/7 access** to financial reporting through our management platform.

Available reports include:

- Income Statements
 - Cash Flow Reports
 - Transaction History
 - Maintenance Records
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Services Schedule Summary

Service	Fee	When It Applies
Management Fee	10% of collected rent	Monthly
New Lease Fee	50% of one month's rent	Lease execution
Renewal Fee	\$100	Lease renewal
Annual Tax Reporting	\$45/year	Year-end
Onboarding Fee (tenant occupied)	\$150/unit	One-time
Keys made	\$10 per resident on lease	Lease execution
Change of locks	\$300	Upon request or when needed
Onboarding fee (vacant)	\$300	One-time
Owner-Sourced Tenant Processing	\$395	If owner provides tenant
Eviction Coordination	\$550	Per filing
New Lease fee with rental assistance	75% of one month's rent	Lease execution
New Lease – lease up only	100% of one month's rent	Lease execution
Home Warranty Coordination	\$45/order	Per occurrence
Smoke detectors	\$75	Per smoke detector
Carbon monoxide detectors	\$100	Per carbon detector
Legal Coordination	\$95/hour	As needed
Make Ready Oversight	10% of labor/materials	Project-based
Dryer vent cleaning	Vendor coordination	Project based
Mowing/snow removal	Vendor coordination	Project based
Blow leaves	Vendor coordination	Project based
Gutter cleaning	Vendor coordination	Project based
Pest control	Vendor coordination	Project based
HVAC maintenance	Vendor coordination	Project based
Renovation/remodel	Vendor coordination	Project based

Termination Fee

Owners may terminate services per agreement with a \$100 termination fee

Maintenance Management

Work Order Process

All maintenance is handled through GPM's centralized system.

Step 1 — Submission

- Tenants submit requests through the maintenance portal in Buildium

Step 2 — Initial Response

- Response within 48 hrs (**often faster**)
- Troubleshooting provided when appropriate

Step 3 — Dispatch

- Vendor or technician assigned
 - Target resolution timeline: **~3–5 days (non-emergency)**
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Owner Approval Policy

- **Repairs over \$250 require owner approval**
- Delays in approval may result in:
 - Extended vacancy (if vacant)
 - Tenant dissatisfaction
 - Potential escalation of repair costs

Best Practice:

We recommend pre-authorizing repairs up to a set limit to maintain speed and tenant experience.

Vendor Policy

GPM uses:

- Vetted, licensed, and insured vendors
- In-house coordination for efficiency
- Preferred vendor (Britey Construction & Landscaping LLC, Prospect Investments LLC, and Southeast Property Consultants LLC)

- Please note: GPM has a business relationship with the three vendors listed. **You are not required to use these vendors and are free to select any provider.”**

Owner Preferred Vendors:

- Must be responsive (minimum 3 contact attempts)
- Must meet licensing and insurance requirements

If not, GPM will proceed with approved vendors to avoid delays.

Make Ready & Turn Coordination in coordination with Southeast Property Consultants or Britey Construction & Landscaping LLC

- Full project management from move-out → rent-ready
- Includes:
 - Scope creation
 - Vendor coordination
 - Timeline management
 - Quality control

Ensures speed, supervision, and accountability

Operational Philosophy

At GPM, our management approach is built on:

- **Speed** → Faster turns, faster leasing, faster resolutions
- **Data** → Decisions based on performance, not guesswork
- **Asset Protection** → Maintenance-first mindset
- **Clear Communication** → No surprises for owners

Our goal is simple:

Maximize occupancy, protect the asset, and produce consistent cash flow.

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