



How our **tenant care** protects your revenue stream

We **make it easy** for tenants to pay on time and **take quick action** if there's a delay.

At Property Frameworks we understand the importance of receiving your rental income promptly, so we use our considerable resources to help facilitate payment and we take immediate action when a rental payment issue arises. Let our experience serve you in a variety of ways:

- Provide tenants with multiple electronic payment methods through an online portal.
- Provide you with online access to receive electronic payments and review statements.
- Collect monthly rent, late fees and other tenant charges, and promptly pay you all rents collected, less deductions.
- Persistently pursue non-payments and obtain late submissions.
- Prepare delinquent rent notices, and assist with court filings and notification service on tenants.
- Pursue evictions and attend court proceedings when necessary.
- Conduct move-out and move-in inspections and document with photos.

We help **maximize occupancy** by being **responsive to tenant issues**.

Through a combination of convenient online self-help tools for troubleshooting common home issues and a 24/7 support hotline for urgent matters, Property Frameworks delivers the kind of service that keeps tenants satisfied. Responsiveness in the following areas is a hallmark of our tenant care:

- Help tenants resolve simple issues directly, avoiding repair calls and delay.
- Follow up with the tenant to ensure satisfaction with reported issues.
- Promote touch-points to create tenant goodwill during occupancy.
- Work hard to retain tenants and renew their long-term lease.



Tenant Care features like a **24/7 support hotline** help Property Frameworks deliver unsurpassed service.