

Quick 4-Step Overview

1. Onboarding & Preparation

Sign agreement, set up portals, gather property info, and plan transition.

2. Make-Ready & Marketing

After move out, coordinate repairs, cleaning, and professional photos. List on 15+ sites.

3. Tenant Placement

Manage showings, screen applicants, collect deposits, and coordinate move-in.

4. Ongoing Management

Handle rent, maintenance, inspections, and lease renewals to protect your asset.

Detailed Process Breakdown

Step 1: Sign Management Agreement & Onboarding

Once signed, we begin the onboarding process. Our managers help you set up your **Owner Portal** and collect:

- Property insurance & W9
- Owner preferences & Maintenance threshold
- *Note: We do not charge management fees until the home is rented.*

Step 2: Vacate & Make-Ready Walkthrough

When vacating, we schedule a **Make-Ready Bid**. Vendors provide a bid for work required to meet Texas rental code, including:

- Paint touch-ups, caulking, and minor repairs.
- Verifying smoke detectors (under 5 years old).
- Ensuring proper deadbolts and peepholes (Texas Property Code 92.151–92.170).

Step 3: Review & Approve Make-Ready Work

Bids are sent to you for review. You approve the specific work you want completed. Once approved, work is typically finished within a few days.

Step 4: Cleaning & Professional Photography

Once ready, the home is professionally cleaned and photographed. High-quality photos are delivered within 24 hours to ensure a premium listing.

Step 5: Listing the Property for Rent

We syndicate your property across **15+ rental websites** and the **MLS**, including Zillow, Realtor.com, and more, for maximum exposure.

Step 6: Showings & Tenant Interest

We manage all communication and tours. You will receive **Weekly Traffic Reports (WTRs)** including:

- Number of inquiries and showings. 2
- Direct feedback from prospective residents.

Step 7: Application Processing & Approval

We conduct a rigorous screening process (Credit, Criminal, Rental History, and Income verification).

- Once approved, we collect the security deposit (typically 1 month's rent).
- The property is removed from the market and move-in is scheduled.

Step 8: Move-In Coordination

Before residency begins, we:

- Conduct a detailed **Move-In Inspection** with photos.
- Confirm utility transfers and first month's rent collection.

Step 9: Ongoing Property Management

Rent Collection: Due on the 1st; distributions (minus fees) sent via ACH by the 8th.

Maintenance: 24-hour hotline for tenants. We notify you of all requests. Repairs exceeding your threshold (typically \$500) require your direct approval.

Step 10: Lease Renewal Process

Starting 60–90 days before expiration, we focus on retaining quality tenants to avoid high turnover costs.

- **OnSight PROS Inspection:** A \$120 professional report with photos is shared with you.
- **Market Analysis:** Review rental comps to ensure competitive pricing.
- Renewals are typically signed 60 days before the current lease ends.

Step 11: Tenant Move-Out

If a tenant moves out, we perform a **Move-Out Inspection** to determine security deposit applications.

- Tenants are charged for damage, not normal wear and tear.
- We immediately pivot back to Step 2 to minimize your vacancy time.

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Ready to protect your investment?

Let's start Step 1 TODAY!