



Owner Client Onboarding Process:

- Agent to ensure all pages of the Property Management Agreement and Set up Sheets are completed, signed and duplicated for Owner and agent files.
- Agent to ensure appropriate Set Up Reserve funds are received from Owner.
- Owner to provide 3 key copies of the Property (2 for the resident and 1 for the file).
- Owner to ensure ALL Utilities are on and contacted to name JTS Property Management as their Authorized Agent.
- Owner to ensure Homeowner Insurance policy names JTS Property Management as an Additional Insured or Entity of Interest on their policy (should be no add'l cost).
- Agent to inspect Property to generate and provide Owner a punch list of needed and suggested maintenance items (if any exist).
- If Property is vacant: 1. Agent to immediately generate marketing material and publish Vacancy to all major websites. 2. Agent to set up weekly vacancy reports to be delivered directly to owner's email at 5am each Monday. 3. Agent to install Digital Lock box and monitor all vacancy inquiries.
- If Property is Occupied at Start of Management: Owner to provide copies of the following: 1 Property key, lease, ledger, full tenant contact with copy of tenant valid ID, Move-In Inspection and documentation images if available.
- Agent to immediately set up Resident and schedule a free initial annual inspection of the property. Agent to report all findings to Owner.
- Agent to set up future recurring annual inspections and ensure Property is registered with any required Local Residential Housing Inspection Program (if any exist).
- Agent to ensure Resident has valid Rental Insurance naming JTSPM.
- Agent to ensure Resident is enrolled into the Resident Benefit Package program as soon as eligible and is set up with the JTSPM portal for Rent payment and Maintenance needs.