21ST CENTURY PROPERTY MANAGEMENT
Cal DRE#02198274
(844) 837-4382

	LEASING	BRONZE	SILVER	BEST VALUE GOLD	PLATINUM VIP	MULTIFAMILY
	Tenant Placement Only	(1-4 Units)	(1-4 Units)	(1-4 Units)	For Homes with rents of **$5,000+ /mo**	(5-20 Units)
		Basic Management	**Full-Service Management**	**Full-Service Management**	**Full-Service Management**	**Full-Service Management**
Management Fee	75% of One Month's Rent	6.5% of monthly rent	8.0% of monthly rent	9.5% of monthly rent	$475 per month Flat Fee	6.5% of monthly rent
Property Marketing						
Tenant Placement	✓	50% One Month's Rent	50% One Month's Rent	45% One Month's Rent	40% One Month's Rent	40% One Month's Rent
Syndicated Rental Listings across 45+ Sites	✓	✓	✓	✓	✓	✓
Professional Photography	✓	✓	✓	✓	✓	✓
Property Management						
Rent Collection	✗	✓	✓	✓	✓	✓
Lease Agreement	✓	✓	✓	✓	✓	✓
Lease Renewal	$350	$350	$199	✓	✓	✓
Tenant Background Check and Financial Screening	✓	✓	✓	✓	✓	✓
Move-in Inspection	✓	✓	✓	✓	✓	✓
Annual Tax Document Prep	✗	✓	✓	✓	✓	✓
Tenant Management and Lease Enforcement	✗	✓	✓	✓	✓	✓
Non CA/Non US Resident Tax Impound	✗	$125	$125	✓	✓	✓
Resident Benefit Package	✗	✓	✓	✓	✓	✓
Rent Collection	✗	✓	✓	✓	✓	✓
AI Document Verification	✓	✓	✓	✓	✓	✓
24-Hour Emergency Response	✗	✓	✓	✓	✓	✓
Security Deposit Management	✗	✓	✓	✓	✓	✓
Maintenance Management	✗	✓	✓	✓	✓	✓
Owner and Resident Portal	✗	✓	✓	✓	✓	✓
Real Time Financial Reports	✗	✓	✓	✓	✓	✓
Monthly Owner Statement	✗	✓	✓	✓	✓	✓
Monthly Direct Deposit Owner Payment	✗	✓	✓	✓	✓	✓
Optional Services						
Eviction Management (Oversee eviction process)	✗	$499	✓	✓	✓	✓
Make Ready Management (Prepare unit for rent)	$499	$499	$499	$499	$499	✓
Annual Inspections	✗	$199	$99	✓	✓	✓
Owner Benefit Package™						
Basic (Required)	✗	$14.99/mo/unit	$14.99/mo/unit	✓	✓	✓
Shield	✗	$19.99/mo/unit	$19.99/mo/unit	✓	✓	$19.99/mo/unit
Pro	✗	$39.99/mo/unit	$39.99/mo/unit	$19.99/mo/unit	$19.99/mo/unit	$39.99/mo/unit

Owner Benefit Package™

Rent And Eviction Protection

What is this?

Through protections & market insights, our benefits package offers rental owners peace of mind in the face of potential financial hardships, evictions, & tenant defaults.

We offer a variety of package types to meet the needs of our owners.

All rental units are protected through Basic.
Owners can upgrade and receive additional protections by choosing Shield or Plus.

01

OBP™ Basic (mandatory minimum)

$14.99 Per Unit

Included FREE with Gold and VIP

- **$1,000** in Squatter Protection**
- **$500** in Legal and Re-Tenanting Expenses**
- **$500** in Excess Pet Damage**
- Alerts on Rental Housing Legislation
- Fraudulent Rental Listing Detection
- Lease Compliance Monitoring

02

OBP™ Shield

$19.99 Per Unit

Included FREE with Gold and VIP

- **$2,000** in Squatter Protection**
- **$1,000** in Legal and Re-Tenanting Expenses**
- **$1,000** in Excess Pet Damage**
- Alerts on Rental Housing Legislation
- Fraudulent Rental Listing Detection
- Lease Compliance Monitoring

03

OBP™ Plus

$39.99 Per Unit

Only $19.99 with Gold and VIP

- **2 Months Rent Protection***
- **$3,000** in Squatter Protection**
- **$1,500** in Legal and Re-Tenanting Expenses**
- **$1,500** in Excess Pet Damage**
- Market Rental Reports
- Alerts on Rental Housing Legislation
- Fraudulent Rental Listing Detection
- Lease Compliance Monitoring

Claims & Qualification

Claims are typically paid in a 7-10 business days. Before sending the claim payment, we will deduct our management fees, including the monthly fee for OBP™. All rental units qualify for OBP™ Basic regardless of tenant payment history.

Existing leases are qualified through a proprietary scoring model that takes into consideration the last 4 months of tenant payments.

* For leases assigned to Owner Benefit Package, LLC
** Due to a failure or deficiency of services provided by Owner Benefit Package, LLC

pm@21stcenturypm.com (844) 837-4382 www.21stcenturypm.com

Owner Benefit Package™

FAQ

General Questions

What is the Owner Benefit Package™?

The Owner Benefit Package™ is a bundled service that offers rental owners new and innovative products that protect rental owners in the face of financial hardship. Our benefit packages include:

- *Fraudulent Rental Listing Detection*
- *Automated Rental Listing Removal*
- *Lease Compliance Monitoring*
- *2 Months Rent Protection*
- *Market Rental Reports*
- *$1,500 in Excess Pet Damage*
- *$1,500 in Legal & Re-Tenanting Expenses*
- *$3,000 in Squatter Protection*
- *Legislative Alerts*

How many OBP™ packages are available and what is the cost?

New and existing clients can choose between our three OBP™ packages. Please note, it is required that you select one of the following packages.

OBP™ Basic: *$14.99 unit/month*

OBP™ Shield: *$19.99 unit/month*

OBP™ Plus: *$39.99 unit/month ($19.99 with Gold or Platinum Package)*

***See Product Flyer for Additional Information on the Benefits Included in Each Package*

What if the tenant is currently delinquent on rent?

all rental units qualify for OBP™ Basic regardless of tenant payment history. Your rental unit may not initially qualify for our higher tiered packages, but we will continue to re-evaluate units that do not qualify for the higher tiered OBP™ Packages.

How is the OBP™ fee charged?

Your monthly OBP™ fee will be based on the package you select. OBP™ is charged regardless of occupancy status. This means the OBP™ fee will be charged during vacancy.

Why am I charged for OBP™ during vacancy?

The monthly OBP™ fee is charged during vacancy because you are protected through the Squatter Protection benefit in the OBP™ package you selected.

Do I lose my protections if I elect to terminate management services?

Yes, if you decide to terminate your management services with us you will lose the protections that are provided to you through our Owner Benefit Package. This program is is part of our overall offering, and we do not provide these protections to self managed landlords.

Rent Protection

What is Rent Protection?

OBP™ protects rental owners from losses stemming from a tenant's default on rent. We will provide up to **2 months** of lost rental income on qualifying units.

Examples of what types of losses are covered:

- Tenant stops paying rent and is evicted
- *Tenant breaks the lease*
- *Tenant skips, or abandons the rental unit*
- *Tenant voluntarily moves out with unpaid rent*
- *Tenant passes away and no one is left to pay rent*

What are the qualification requirements for the protections?

The qualification requirements will depend on if there is a new lease or if the unit has an existing lease in place.

New Leases: All new leases qualify as long as the monthly rent is between $600 and $6,000 and the unit is a residential unit. Commercial or manufactured homes do not qualify.

Existing Leases: Existing leases are qualified through a proprietary scoring model that takes into consideration the last 4 months of tenant payments. Delinquent rent, NSFs and late payments will adversely effect the score. Additionally, when an existing lease is in place, the tenant(s) must have been qualified by the current property manager, or the tenant must have at least 4 months of payment history with your existing PM.

21ST CENTURY PROPERTY MANAGEMENT

pm@21stcenturypm.com (844) 837-4382 www.21stcenturypm.com

What if my rental unit(s) do not qualify?

Leases that do not initially qualify for the OBP™ Plus may still qualify for OBP™ Shield. If you rental unit does not meet the qualification criteria for either package, you will be placed in OBP™ Basic until your rental unit has qualified for the package you selected.

Are lease breaks protected?

Yes lease breaks are protected, but please note, with lease breaks a rent credit of the greater of one monthly rent payment or the actual amount paid by the tenant as part of the lease-break agreement will be deducted from the loss calculation.

How are claims handled, and when would a claim be submitted?

We will handle the entire claims process on your behalf. Claims will be submitted on rental units that are in default and within 90 days and upon the last of the following trigger events:

- *We regain possession of the unit*
- *An official judgement has been issued by the court*
- *The lease has expired*

How long does it take to receive a claims payment and are any fees deducted?

Claims are typically paid in a 7-10 business days. Before sending the claim payment, we will deduct our management fees, including the monthly fee for OBP™.

Legal & Re-Tenanting Expenses

What does Legal and Re-Tenanting Expenses mean and what does it include?

Receive up to **$1,500** towards the listing of a rental unit, legal costs of an eviction, or other legal action, following a tenant's default on rent.

Examples of what types of fees are are covered:

- Court filing fees
- *Attorney fees*
- *Sheriff or Police fees*
- *Advertising of rental listing when re-tenanting*

How do I know if I am getting $500, $1,000 or $1,500 in protection?

Rental units subscribed to OBP™ Basic receive $500, rental units in Shield will receive up to $1,000 and rental units subscribed to OBP™ Plus will receive up to $1,500.

Excess Pet Damage Protection

What is considered excess pet damage?

If the damage exceeds the current security deposit and there is acceptable proof that the damage in question was caused by an approved pet, this protection would apply. If the damage in question cannot be verified by the property manager as pet related, the protections will not apply.

How do I know if I am getting $500, $1,000 or $1,500 in protection?

Rental units subscribed to OBP™ Basic receive $500, rental units in Shield will receive up to $1,000 and rental units subscribed to OBP™ Plus will receive up to $1,500.

Unauthorized Occupancy Protection

What is considered a squatter or an unauthorized occupant?

An unauthorized occupant or squatter is a person or persons occupying a rental unit without a signed lease by both the occupying party and the property manager or rental owner.

How do I know if I am getting $1,000, $2,000 or $3,000 in protection?

Rental units subscribed to OBP™ Basic receive $1,000, rental units in Shield will receive up to $2,000 and rental units subscribed to OBP™ Plus will receive up to $3,000.

What does this type of protection cover?

Lost rental income, damages, and/or turnover costs as a result of the removal of an unauthorized occupant are all covered.

Fraudulent Rental Listing Detection

What do these benefits offer?

A more proactive approach to protection! With OBP™ Shield and Plus, we identify and eliminate fraud across multiple social media and real estate listing platforms before damages & loss of rental income occur.

Subscribing in OBP™ helps prevent squatters when units are vacant, which can cost a rental owners thousands of dollars in damages and lost rental income.

Lease Compliance Monitoring

What is Lease Compliance Monitoring entail?

Lease Compliance Monitoring provide rental owners with automated monitoring of existing tenant activity across short-term rental listing platforms. With OBP, we will actively monitor and prevent existing tenants from subletting or even short-term renting your unit without our consent.

Remove the risk of unvetted occupants damaging or even taking possession of your rental asset.

Real-Time Legislative Alerts

What information can I expect to receive with the legislative alerts?

Our legislative updates provide you with details on new, pending, and recently passed rental housing legislation. Stay up to date on rental housing laws and how they may effect future investment opportunities.

Market Rental Reports

What does this report provide rental owners?

Our rental report provides you with access to accurate rental listing comparables. To receive a rental report, please contact your property manager and one will be sent to you.

21ST CENTURY PROPERTY MANAGEMENT

pm@21stcenturypm.com (844) 837-4382 www.21stcenturypm.com