



What To Expect Next When You Choose GC Realty & Development, LLC

Whether you are a new landlord buying your first investment property, self-managing and now giving up the reins, or a seasoned investor parting ways from your prior manager, we recognize that hiring GC Realty & Development, LLC is a huge decision. Our goal is to lay out what you can expect the first 60 days so you can anticipate and plan for the entire transition in advance. Below are the steps of what happens once you decide to hire with GC Realty & Development, LLC as your property manager.

Management Agreement - We will request the following information in order to fill out the management agreement and we will send it to you via DocuSign to be signed electronically.

- Management Start Date (ASAP if vacant)
- Owners first and last name (all owners)
- Owners holding company name
 - EIN and Articles of incorporation
- Mailing Address / Phone Number / Email
- Full Address of property(s) / Number of units / Note of occupied or vacant
- HOA contact information / Copy of the HOA rules and Regulations

Once Management Agreement is Signed - We will request the following information:

- If Leased:
 - Existing Tenant's contact information (telephone, email)
 - Current lease or most recent lease if tenant is on MTM
 - Current Ledgers (updated ledgers will be requested a few days before take over)
 - Move in report documenting condition upon tenant move in
 - Security deposit information
- Chicago Only:
 - Change of management document signed (only if existing CHA tenants)
 - Most current water bill
 - CHA tenant voucher numbers (only if existing CHA tenants.
 - City or building violation complaints (if property is in administrative or housing court)
- If Vacant: (GC will update billing address and pay vacant utilities on owner's behalf unless otherwise discussed)
 - Most current electric bill for any vacant units
 - Most current gas bill for any vacant units
 - Most current common area electric bill (multi-unit buildings only)



- Copy of any village rental license, inspection reports, or license related paperwork
- Insurance certificate naming GC as additional insured with following info on certificate:
 - GC Realty & Development, LLC, 796 W Bartlett Rd, Bartlett, IL 60103
- Opening balance (reserve) deposited into your account including any anticipated work agreed to up front (deposit info will be sent for owner portal once management agreement is signed)
- Keys (Let us know how we can collect these)
- Property Info Needed:
 - Furnace Last Replaced
 - Hot Water Heater Last Replaced
 - Fridge Last Replaced
 - Stove Last Replaced
 - Microwave Last Replaced
 - Washer Last Replaced
 - Dryer Last Replaced

Time Frames

Vacant - If the property is vacant and not currently under contract with any other management or real estate agency, we can start working on any rent ready inspections/work or leasing once we get the certificate of insurance as requested above. The first step is for us to complete the Rent Ready Walk Through Report to determine if anything needs to be completed prior to marketing or tenant occupancy.

Occupied By Owner - We will work with you directly depending on your moving time frame to get any necessary work completed or begin marketing efforts. The first step is for us to complete the Rent Ready Walk Through Report to determine if anything needs to be completed prior to marketing or tenant occupancy.

Occupied By Tenant - Typically there is a 14-30 day window from the time the management agreement is signed until the day we officially start management. This gives us time to collect all the required information above and make contact with the tenant. An owner is often under contract with another manager in this scenario so there is a cancellation period that is seldom less than 30 days. In urgent scenarios, which doesn't happen often, we can talk about specific steps to onboard faster or start to address urgent matters, like maintenance items, that can be safety or habitability issues.



Onboarding Call With Your New PM - You will receive a request to choose from an available date and time to complete an onboarding call with your new property manager. The call is expected to last approximately 10 - 20 minutes. Hopefully by now we have received all of the information from you as requested above and have reached out to the tenant (if occupied) so we can discuss the following:

1. Introduction to your designated Property Manager (PM will follow up with best contact information in advance or immediately following this call)
2. If Occupied - Discussion about tenants
3. Building issues (Existing or upcoming)
4. Vacant Items
 - a. Turnover Work
 - b. Leasing
 - c. Utilities
5. Monthly owner distributions (how and when) and contributions (how), if required
6. Open discussion for any questions
7. What else you can expect as an owner moving forward

90-120 Day Follow Up - By this time you have been able to experience our service and team so we will reach out to discuss the following items via a brief 10-15 minute call:

1. Have we lived up to what we said we will do and what you expected?
2. Can you provide us any feedback on how we can improve our customer experience?
3. Chat on market conditions or what else you might be working on.

We hope this helps clarify what you can expect next from GC Realty & Development, LLC once you decide to trust us with your investment. We look forward to working with you!