PROPERTY
MANAGEMENT

OUR MISSION:
Help property owners be successful with their real estate investments.

CLIENT HANDBOOK

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Rent Disbursement

We disburse funds electronically on the 10th of each month. It takes about 2 to 3 business days to appear in your account. You will receive an automated email when the funds are issued.

Contact Information

After your client onboarding is complete, **you'll be assigned to a Property Manager who will be your primary point of contact at RL**. However, if your assigned Property Manager is ever unreachable for some reason, you can always call our office at **614-725-3059** and **press 0** to connect with a member of our team. You can also email us at **info@rlpmg.com** to ensure your request is seen and addressed promptly.

If you need to reach a specific staff member, their direct phone numbers are listed below. If they're unable to assist directly, we'll make sure you get the answers you need from the right person.

Who to Contact:

GENERAL QUESTIONS:
Customer Service Lead
info@rlpmg.com
Ext. 103, Direct: 614-932-2158
Handles general client and resident questions and can connect you with the right person if more expertise is needed.

LEASING:
Leasing Lead
info@rlpmg.com
Ext. 127, Direct: 614-456-1939
Generally handles listing and showing units for rent, collecting applications, scheduling move-ins.

TURNS:
Vacant Unit Manager
projects@rlpmg.com
Ext. 106, Direct: 614-591-4355
Generally handles vacant unit maintenance needs including turnover and prep for move-in.

MAINTENANCE:
Occupied Maintenance Supervisor
oncall@rlpmg.com
Ext. 115, Direct: 614-678-7877
Handles general maintenance questions, maintenance related billing questions and interacts with the Field Services Team.

Online Account Access (Owner Portal)

To log in to your owner portal, scroll to the bottom of our website www.rlpmg.com and click "Owner Login" or click here: https://rlp.managebuilding.com/Manager

The owner portal is your go-to place for all the latest information about your property, including:

- Reports, such as Rent Roll, Income (Profit & Loss) Statements, and Balance Sheets
- Downloadable PDF copies of your Property Management Agreement (PMA)
- Downloadable PDF copies of all leases
- Downloadable PDF copies of all invoices and bills, including maintenance
- Check to see if your residents have paid rent
- View the status of security deposits
- ...and more.

Many clients find that the owner portal is one of their favorite features, as it allows them to get access to critical information instantly. If you have any questions about how to navigate the portal, or you forget your username or password, don't hesitate to contact us. The owner portal is a built-in feature of the property management software (Buildium) we use here in the office, so it's always up to date.

Your Property Account Balance

Each property you have under management is allocated its own financial account in our system. As rent comes in (or as you make owner contributions), the dollar amount goes up. As funds are disbursed to you (or come out to pay maintenance and repairs), it goes down. The cash belonging to that specific property at any given point in time is referred to as the property balance. **Note that this account is property-specific – so for example, if you have a duplex, both units share an account.** If your property account balance ever goes into the negative, we may ask you to make an owner contribution in order to restore it. This is a state of Ohio regulatory requirement.

Your Maintenance Reserve

To ensure rapid service when required, we set a target amount (or minimum threshold) for your property account balance. This is called your maintenance reserve. The amount varies depending on the type and number of properties you have under our management but is typically around $500 per unit. Ideally, the dollar amount in each of your property accounts never goes below this. Note that this is not a separate account, but merely a target dollar amount.

When we do a disbursement to you, we will issue all the money available in the property account, down to the maintenance reserve. So, for example, if you have $1,500 in your property account on the 10th of the month, and the maintenance reserve is $500, you would receive a disbursement that month in the amount of $1,000. If the property balance is below the target maintenance reserve, you will not receive a disbursement that month.

If Your Unit Is Vacant at Handover – Utility Bills

When we take over a vacant property, the only bill we automatically take over paying on your behalf right away is the water bill (typically issued by the City of Columbus). We take care of updating the city (by providing them a copy of your PMA) and the bills start coming to our office. There is a $10 bill-pay fee per bill. If you continue receiving water bills, please notify us. If you would like us to handle the other utility bills while the property is vacant, simply update the billing address on file with the provider to:

[your name]
c/o RL Property Management
750 Cross Pointe Rd STE B, Columbus OH 43230

Rent Payments & Eviction

Rent is due by the 1st. We find that in practice, many residents pay between the 1st and the 5th. If applicable, late fees are assessed. If a resident has not paid after the 5th, here is the timetable of escalation: (at any time throughout this process, the resident can pay the balance in full to cancel the pending eviction):

- On or about the 15th, we prepare and post 3-day notices on the doors of residents who have still not paid. The notice specifies that they have 3 business days to pay in full or move out. We include a statement showing the past 3 months of account activity, including the current amount due.
- Three business days after that, we file for eviction with our attorneys (who in turn file with the county).
- The county will set a hearing date for 2 to 3 weeks after the filing.
- Typically, we receive judgment in our favor at the hearing and proceed with scheduling a setout with the bailiff if required.

The cost for normal eviction is as follows (subject to change without notice):

- $150 Attorney Fee. Paid to eviction attorney for filing the eviction and court appearances (up to 2).
- $123 Court Filing Fee (known as the ("Eviction Complaint"). Paid to Franklin County.
- $199 Eviction Fee. Paid to RLPM for handling the eviction process including appearances (up to 2).
- (If required) $80 Tag and Setout Fee. Paid to Franklin County. For posting a red tag on the resident's door if they have not vacated after the eviction judgment is granted. Includes appearance by the Bailiff at the setout if required.
- (If required) $250 Setout Fee. Paid to RLPM if a setout is needed. Includes scheduling the setout with the Bailiff, scheduling the locksmith and clean-out crew, and appearing at the setout.

Vacancies & Leasing

RL Property Management has a system for turning over rental property. This process begins as soon as we receive notice of a move-out (or become aware of a vacancy). You can expect us to take the following steps before, during, and after a turn. A "turn" is what we call the process of turning over a vacant unit and making it ready to rent again.

In advance of the vacancy (if we receive notice):

- Communicate with the residents as to their exact move-out date.
- Provide the residents detailed move-out instructions.
- Arrange for the appropriate utilities to be placed into the property owner's name, c/o our office.
- Perform a pre-moveout inspection within 30-60 days of a scheduled vacancy to assess the unit's condition. A detailed Turn Scope will be prepared with cost estimates for necessary repairs and improvements.

Once vacant:

- A lock box is placed at the property.
- We immediately secure the property (the locks are re-keyed by a professional locksmith and windows/doors are locked) and perform a move-out inspection. If the unit has a pest infestation, these steps will be delayed until pest treatments have successfully eradicated the pests.
- Any remaining items/garbage are removed and disposed of by our hauling vendor.
- A list of items to be repaired and a price estimate is generated (the scope).
- The scope is sent to the owner for final review and approval.
- Owner remits funds (required to begin work at the property).
- Once the owner has approved the turnover work and provided funding, our maintenance team will go to work and make the unit rent-ready. This proactive process helps minimize vacancy time and ensures the property is rent-ready promptly. Alternatively, the owner may choose to handle all of the rent-ready work themselves (for supported plans).

Listing:

- At our discretion - if work is underway and a work completion date is fairly well known, we may "list" the unit in order to generate leads.
- Professional photos are taken.
- The property is listed for rent on over 50 rental listing websites including Zillow, Realtor, Trulia, Zumper and Hotpads.

After listing:

- Leads (via phone and email) are organized and followed-up with.
- Prospective residents who express interest are pre-screened on the phone, and if qualified, we schedule a showing with them.
- At the showing, prospective residents are told to fill out an application online.
- Once we receive a complete application (from all adults who plan to live at the property), including proof of income and rental history, we process their application and either approve or deny it.
- If approved, a lease signing is scheduled.
- At the lease signing, we collect the security deposit. If they plan to move in right away, we collect 1st month's rent and give them the keys.
- After a lease is signed, we de-list the property and notify the owner.
- We confirm that the residents have placed the utilities into their name.
- If your property has been listed for rent for **longer than 60 days**, we will proactively credit management fees to your account as appropriate. This ensures fairness and transparency when properties experience extended vacancies.
- If a tenant moves in mid-month, we typically collect a full month's rent at move-in. Any prorated rent for the partial first month is applied to the second month, so the second rent payment may be lower than the first.
- Vacant unit inspections are conducted biweekly during the leasing period and weekly in winter for **$20 each**. Contact us with any questions.

Fair Housing Compliance & Resident Screening Standards

Owning and leasing rental property comes with important legal responsibilities. Fair Housing laws exist to ensure equal access to housing and to protect both residents and property owners through consistent, non-discriminatory practices.

Our leasing and screening processes are designed to comply with federal, state, and local Fair Housing laws while helping place qualified residents who respect the property and meet lease obligations.

Fair Housing Laws

At the federal level, the Fair Housing Act (1968) prohibits discrimination in housing based on the following protected classes:

- Race
- Color
- National origin
- Religion
- Sex (including sexual orientation and gender identity)
- Disability
- Familial Status (including pregnancy and households with children)

In addition to federal protections:

- Ohio law adds protections related to military status.
- The City of Columbus includes protections for sexual orientation, gender identity, and source of income, including lawful housing assistance programs such as Section 8.

These protections apply to advertising, showings, screening decisions, leasing, and ongoing property management.

Section 8 Housing

We comply with Section 8 and source-of-income (SOI) housing laws in all applicable jurisdictions, including Columbus, Bexley, Reynoldsburg, and Westerville. Where required, CMHA voucher holders are permitted to apply and are screened using the same objective, written criteria as all applicants. Approval or denial decisions are based solely on documented screening standards, not the source of income.

Our Resident Screening Standards

All applicants are screened using the same written criteria and process to ensure fairness and consistency. Our screening includes a review of:

- Credit history
- Criminal background (as permitted by law)
- Rental history, including prior evictions and landlord references
- Employment and income verification (such as pay stubs or bank statements)

All adult occupants must submit a complete application and supporting documentation before a leasing decision is made.

Approval or denial decisions are based solely on objective, documented screening criteria, not personal characteristics or subjective judgment.

RL's Commitment to Fair Housing Compliance

Fair Housing compliance is not optional, and it is not treated as a checkbox.
We are committed to:

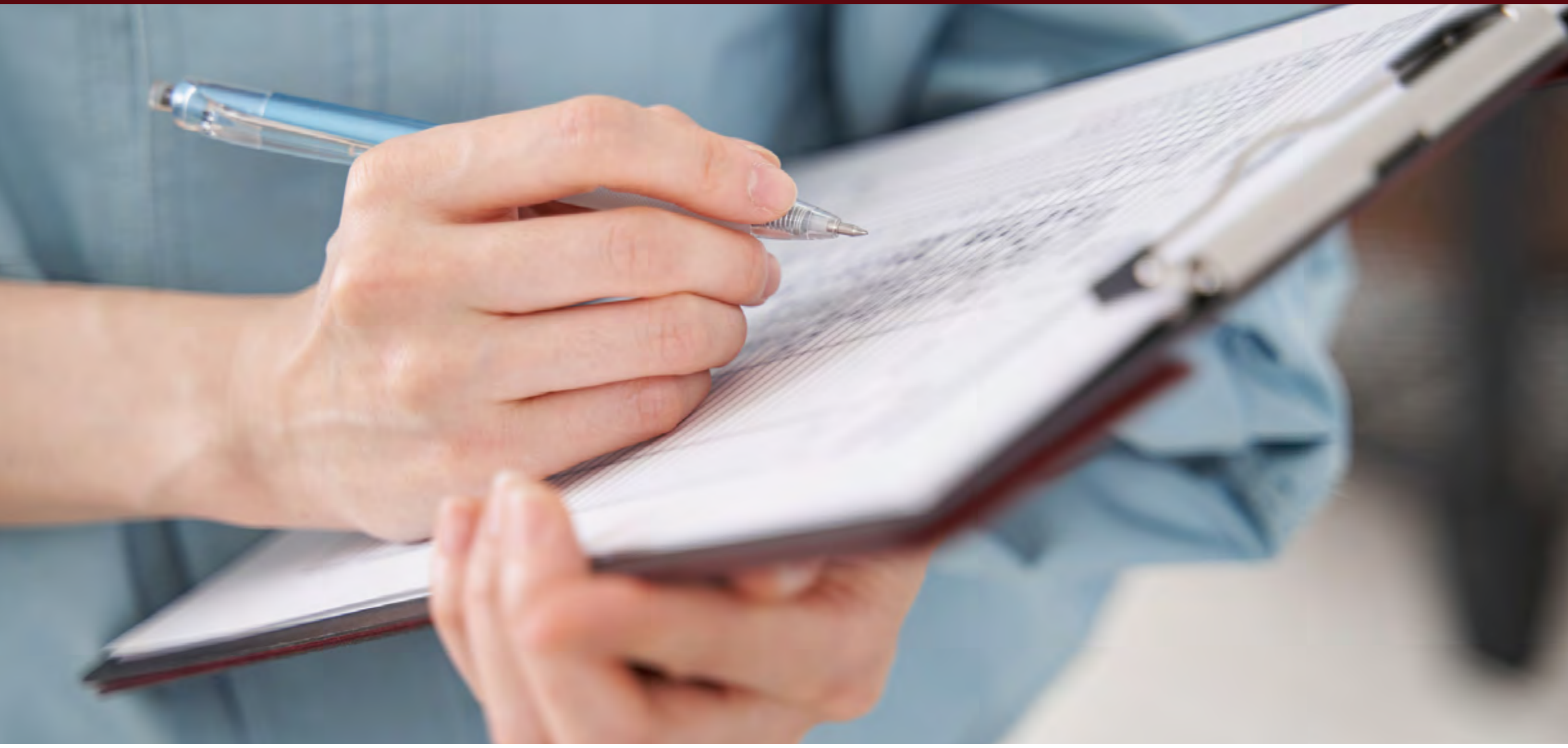
- Applying the same screening standards to every applicant
- Using consistent advertising, showing, and leasing practices
- Staying informed of changes to federal, Ohio, and Columbus Fair Housing regulations
- Protecting property owners from avoidable legal risk through compliant processes

By following clear standards and documented procedures, we help reduce liability, prevent discrimination claims, and create a professional, transparent leasing process.

Lease Renewals & Rent Increases

The standard RL lease includes language that will automatically renew the lease upon its expiration, unless the resident or the broker provide 30 days written notice. Property owners may request a larger rent increase than 2.5% on renewal. Simply notify our office at least 90 days prior to renewal if you prefer a larger increase. Note this may increase the risk of a non-renewal. This automatic renewal also includes a 2.5% rent increase. Residents may elect to sign a new (clean) lease renewal, but it is not required and not pursued by our company by default. In either case (automatic renewal or signing of a lease renewal), a Lease Renewal Fee is charged to the owner on the date the lease renews.

Residents may elect to go month-to-month at the end of the initial lease term, however language in our lease requires a 20.0% rent increase should they choose this option (but we do allow it). Should a resident select this option, a Lease Renewal Fee is not charged on the expiration of the lease (the day it goes month-to-month). However, should the resident remain in the property in month-to-month status for 12 consecutive months at the higher rental rate, a Lease Renewal Fee will be charged to the owner at that time. The same applies for a section 8 resident for whom our company secured a rental rate increase from CMHA (after 12 months at the new rental rate, a Lease Renewal Fee is charged). Most property owners prefer 2-year or 3-year leases for stability. Please let us know if this is you, so we can note this on your account.



Maintenance & Repairs

Request for maintenance/repairs come to our office from the residents and are handled by our maintenance department.

Many requests are able to be handled by our internal maintenance team (direct employees of RL Property Management). The maintenance labor rate in 2026 for our employees is **$84/hour + a $15 trip charge per visit** during normal business hours. Materials are generally provided at cost. We do not have a minimum charge. In the rare event that our maintenance employees do work after-hours (or on weekends), the labor rate is 2x for weekday evenings and Saturdays, and 3x for Sundays.

Other work is contracted out. The total cost of contracted work, services and purchases required for property repair, operation, maintenance, or improvements managed by our company is subject to a **15% project management fee on vendor costs up to $3,000 (max $450/project)**. *Note: this fee does not apply to 1) work done by our internal maintenance team and 2) work done for property turns. Vendor fee structure for vacant property turns applied is: 15% on turns up to $15,000, 10% on turns $15,001 - 25,000, and 7.5% on turns $25,000+.*

The residents are provided a 24h maintenance emergency number that they can call in the event of a serious problem. The call center is authorized to dispatch certain repair companies if there is a true safety or building integrity issue.

Utility Setup & Billing

By default, we transfer water/sewer, electric, and gas service (as needed) in the property owner's name once a unit becomes vacant. The Utility Setup Fee for handling this is $30 per utility. This is to cover the time of dealing with the utility companies to get service set up into the owner's name between residents (typically AEP and Columbia Gas), which have become much more difficult to deal with for property owners and managers recently. This fee also covers the process of checking and confirming that incoming residents set up service in their own name (thus removing service from the owner's name) and following up to ensure any overlapping usage is correctly pro-rated and billed to the resident.

Utility bills handled and paid by our company on behalf of your property have a flat rate $10 bill-pay fee (per bill).

For new units under management, utilities (electric, gas, and water) must be active for us to inspect and approve the property for leasing. If our team visits and finds utilities are not active as expected, a **trip fee of $55/hour** will apply for the time spent traveling to resolving the issue.

Office Information

Our office **(750 Cross Pointe Rd STE B, Columbus OH 43230)** is open by appointment only. Please call or email us in advance if you would like to visit the office, and we will be happy to schedule an appointment.

RL Property Management Group, Inc. is a licensed real estate brokerage in the State of Ohio. If you need to make an owner contribution, please make the check out to RL Property Management and mail to the above address.

Additional Services & Other Fees

Ownership Entity Change - Prepare and send new PMA, prepare and send year-to-date financials for the old entity, send the new PMA to the utility companies, and enter the new entity information into our system - **$250**.

Key Recovery – We require a working set of keys to all properties that we manage. If you turn over a property to our company but do not have a working key, we contact the current resident (by mail, phone, or stopping by), obtain their key, make copies, and return the original to the resident. **Maintenance labor rates apply + material costs**.

Notice Posting – The time spent posting any physical notice (such as a Cure-Or-Quit or Entry Notice) will be billed at our **maintenance labor rate**. Exception: No charge to post 3-day or 30-day notices to vacate.

New Unit Pre-Signature Inspection - Assess new property condition, identify necessary repairs, provide cost estimates, and prepare for management - **$300** (Fee credited toward onboarding if Property Management Agreement is signed.)

Oversee a Property/Casualty Insurance Claim – We can act as your administrator/ advocate to handle an insurance claim stemming from damage to your property. We will provide all the necessary documentation to the appropriate parties, work with the adjusters, contractors, and insurance agents, and generally take care of the process from start to finish - **$1,250**. Note: The 15% project management fee is waived for insurance claim work if you hire us to manage it.

Set of Property Photos – We will take a trip to the property and obtain a fresh set of complete, high-quality photographs at owner request. A link to download them will be sent to you by email - **$100**. Note: there is no charge for photos taken by our company after move-out, before move-in and for property listings.

Owner Property Visit – We can arrange for someone to meet you or your representative at the property for a special trip (e.g., owner walkthrough, appraisal, etc.). The cost for posting an entry notice and visiting the property is billed at our **maintenance labor rate**. Alternatively, you can arrange for key pickup at our office at no charge.

Delinquent Tenant Setup Fee – If we take over management of an occupied unit with a delinquent tenant (tenant owes more than $300). Additional setup fee - **$300**.

Turn Scope - When our company provides you with a turn scope for your vacant unit, there will be a **$250 charge** if you choose to complete the turn scope work yourself or hire another vendor to complete it.

Early Termination Fee - If the Owner terminates the Property Management Agreement prior to its expiration for any reason (including, but not limited to: sale of the property, switching management companies, or electing to self-manage), an Early Termination Fee will apply as follows:

- $450 per unit if the agreement is terminated within the first year of management
- $250 per unit if the agreement is terminated after renewal and mid-term

Appraisal-to-Sale Fee - If an appraisal or valuation is completed by our team and the property is subsequently sold, an additional fee of $300 per unit will be charged to account for administrative time and coordination related to the transaction.

Key Copies – We will make copies of the keys to your unit(s) as necessary. Our company standard is to retain 2 working copies in the office, so that 1 can be loaned out (to a vendor, owner, etc.) and we retain a backup in case it is lost. Cost: **$2.50** each.

Equipment Rental – As needed we charge daily rental rates for use of our various heating, drying and air cleaning equipment. Rental rates vary for different equipment but range from **$1/day to $120/day**.

Lawsuit Defense – We charge **$75/hr.** + travel and printing expenses for time spent in connection with any lawsuit (except normal evictions) related to your property, even if our company is the named defendant. This includes but is not limited to time spent having to gather and/or organize files and documents, communicating with attorneys, depositions, court appearances, and preparation time.

Other Activities – We can provide many services above and beyond day-to-day management. This includes any activity not otherwise described within this document or the Property Management Agreement. Examples include but are not limited to condo/ association battles, clearing up existing code or permit violations, requesting a reduction in your property tax bill, providing a Broker's Opinion of Value (BPO), etc. **$90/hr.**

Failure to Provide Possession - Should you fail to provide possession of a unit or property (for any reason) to our company at least 14 calendar days prior to the beginning of an executed lease term start date, there is a fee equal to **3 months of the executed lease rent amount**, some, or all of which will be used to negotiate a mutual release between Tenant/Resident, Owner, and Broker as needed. This fee will not limit your liability under other provisions of the property management agreement, nor will it release your liability stemming from a failure to deliver possession of the property to us and/or the tenant(s)/resident(s).

Failure to Provide Evidence of Additionally Insured – Should you fail to provide evidence to our company that you have added us as "additionally insured" to your rental dwelling policy or homeowner's insurance policy (as required by item B9 in the property management agreement), a fee of **$20 per unit per month** will apply.

Annual Technology & Accounting Fee – To cover increased technology costs and annual account and tax reporting requirements, we charge an annual fee of **$125 per business entity.** This fee ensures that we can continue providing accurate and timely financial

Thank you for selecting RL Property Management!

Our Core Values

At RL Property Management, we understand that owning rental properties can be both rewarding and challenging. That's why our purpose is simple: **to help property owners be successful with their real estate investments.** The following **six core values** aren't just slogans on a wall—they're guiding principles we live by. They ensure we're aligned as a team so we can deliver the kind of care, attention, and results our clients and residents deserve.

1. Clear Communication

We prioritize clear, transparent communication to keep property owners informed and confident in every decision. Whether it's an update, a plan, or a concern, we ensure every conversation provides the context and clarity needed to build trust and streamline the process.

2. Figure It Out & Get It Done

We take ownership of challenges and focus on finding solutions quickly and effectively. From maintenance issues to resident concerns, our proactive approach ensures every task is completed with care and professionalism, giving property owners peace of mind.

3. A Place for Everything and Everything in Its Place

Organization is the backbone of our operations. Every task, document, and interaction is managed with precision to keep things running smoothly and minimize errors. This attention to detail ensures reliable, efficient service for property owners and residents alike.

4. We Lend a Hand, Always

We're here to help—whether it's resolving resident issues, answering owner questions, or supporting teammates. Our culture of collaboration and care ensures clients and residents feel supported at every turn, fostering trust and long-lasting relationships.

5. Do It in Real-Time

We act promptly and document thoroughly to address issues the moment they arise. Real-time action keeps property owners informed, reduces downtime, and ensures tasks are completed efficiently to maintain the value and integrity of their investments.

6. Respect Clients, Residents, and Each Other

We take ownership of challenges and focus on finding solutions quickly and effectively. From maintenance issues to resident concerns, our proactive approach ensures every task is completed with care and professionalism, giving property owners peace of mind.

Living Our Values. Serving Our Purpose.

Together, these values form the backbone of how we help property owners succeed with their real estate investments. They guide the way we approach challenges, make decisions, and deliver results, creating an experience that is reliable, thoughtful, and tailored to your needs. Experience the RL Property Management difference—where your success is our purpose.

Thank you for selecting RL Property Management for your Columbus property management needs. We appreciate your business! Read this handbook carefully as it contains important information about our services, policies, and processes.