



# OUR PROVEN PROCESS

## INITIAL CLIENT MEETING

- Gain a thorough understanding of client's needs and expectations.
- Present an overview of SureWay's process.
- Gather relevant property and operational information.
- Clearly outline the range of services and corresponding pricing options.
- Send a detailed, customized proposal.

## MARKETING

- Introduce client to their real estate professional upon onboarding completion.
- Conduct a comprehensive rental market analysis.
- Schedule professional photography to capture high-quality visuals of the property.
- Publish property listings across top-tier rental platforms with optimized descriptions and visuals to maximize exposure.

## TENANT MOVE-IN PROCESS

- Ensure all move-in funds are collected in full as per the lease agreement (e.g., first month's rent, security deposit).
- Perform a detailed property inspection, documenting the condition with photos and notes for future reference.
- Facilitate the secure transfer of keys.



## CLIENT ONBOARDING

- The implementation team sends a personalized welcome email.
- Schedule an onboarding call to discuss timelines and address client queries.
- Gather all required documentation (e.g., property insurance, existing tenant agreements).
- Input client and property details into our management software for seamless tracking and reporting.

## SCREENING AND LEASE PREPARATION

- Conduct rigorous applicant background checks, including credit history, employment/income verification, and criminal/eviction records.
- Draft and customize lease agreements to comply with legal and client-specific requirements.
- Obtain digital or physical signatures to finalize agreements.

## PROPERTY OVERSIGHT/ LEASE PERFORMANCE

- Management of the day-to-day operations of the property.
- Ensure smooth lease performance including rent collection, record-keeping, and maintenance management.
- Every communication from the tenant—whether it be a call, text, or email—will be handled promptly and professionally by SureWay to ensure tenant satisfaction and effective property management.