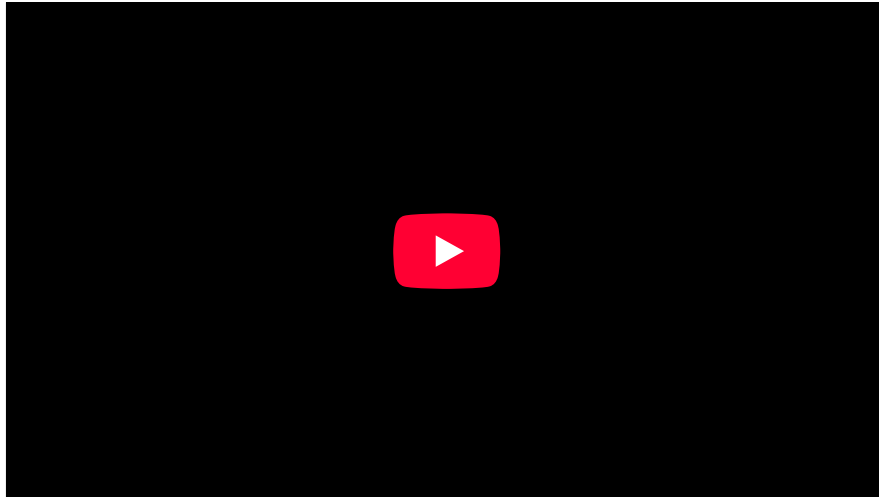


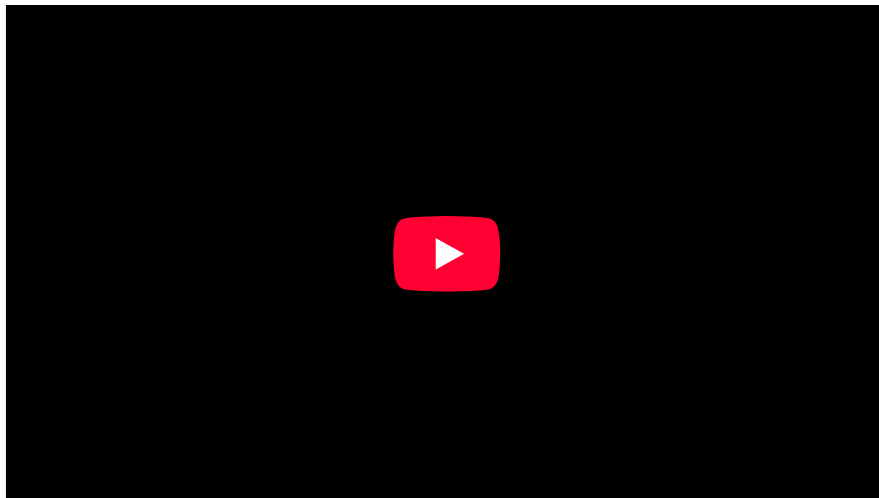
1.3. Property Management

1. [Click Here To Watch Video Version of This Manual](#)

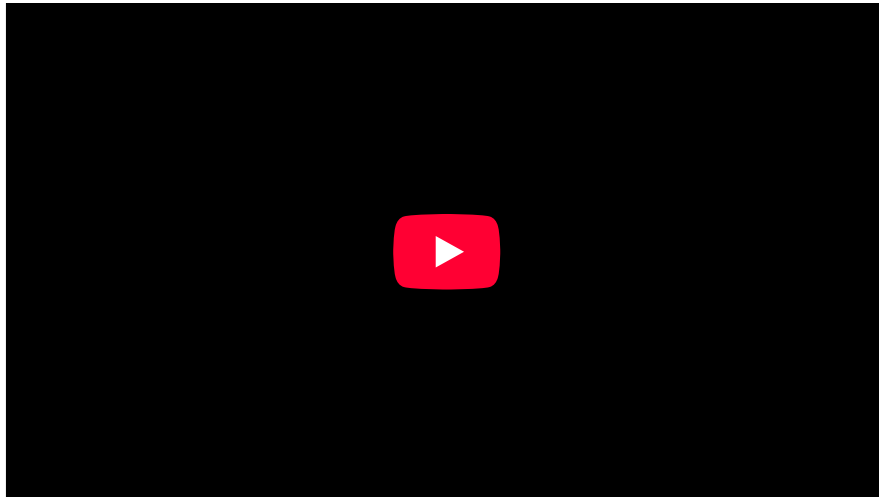
2. Property Management Services Explained:



3. How Property Owners Can Sign Up with RYPM:



4. Reputation at Royal York Property Management:



Why RYPM is Ontario's #1 Property Management Company

Managing a rental property is about far more than just collecting rent. At **RYPM.ca**, we provide a complete solution for landlords, offering everything they need to generate consistent, worry-free rental income.

Unlike traditional companies, we are a **tech-first, fully in-house, 24/7 operation**.

What Sets Us Apart:

- 25,000+ residential properties managed
- 21 office locations across Ontario
- 24/7, 365-day in-house support
- Full legal compliance and LTB representation
- In-house maintenance team (no contractors)
- Online owner and tenant portals

Our promise: Landlords enjoy true passive income. We handle everything.



Types of Properties We Manage

RYPM focuses exclusively on **residential rentals**. We manage:

- ☒ Single-family homes
- ☒ Townhouses & row homes
- ☒ Multi-unit residential properties (e.g., duplexes, triplexes)
- ☒ Student rentals
- ☒ Individual condo units (*not entire buildings*)



We do NOT manage:

- Entire condo buildings
 - Condo boards or HOAs
-

Why We Require Full Control Over Multi-Unit Homes

If a property has **multiple units** (like an upper and lower unit in a duplex), **RYPM must manage the entire deed**, we do **not** manage just one portion of the property.


Why?

Because we need **legal access to the entire property** in order to properly protect the landlord's investment.

Example:

If a basement tenant causes a flood, and we only manage the upper unit, we **cannot legally enter** the basement to fix the issue. That could lead to:

- Escalating damage
- Tenant disputes
- Delayed repairs and higher costs

 **Solution:** RYPM requires full control of both units to provide proper maintenance, legal coverage, and protection for the owner.

What Owners & Tenants Can Do on Our Software


Our **tech-first platform** gives both landlords and tenants access to their entire rental experience through our **RYPM mobile software and online portal**.

Owners Can:

- View all **active, pending, and past properties** under management
- Receive **automated rent deposit updates**
- Download **monthly financial statements & year-end tax reports**
- **Approve or reject maintenance quotes** instantly
- **Track maintenance work orders** in real time
- Message RYPM staff directly 24/7
- View **listing activity**, booked showings, and tenant applications
- Monitor **tenant screening status and lease details**
- Get **notifications and updates** instantly on rental activity

Tenants Can:

- Submit **maintenance requests** directly through the software
- **Track repair progress** and receive technician ETA updates
- View their **rental ledger** and download payment receipts
- **Pay rent online** securely
- Access their **lease agreement and renewal details**
- **Update contact info** and emergency contacts
- Chat with RYPM's support team 24/7
- Get **real-time alerts** for scheduled maintenance, inspections, or lease updates

 **The RYPM software is available on our website** – offering a seamless, transparent, and paperless rental experience for both owners and tenants.

What Full-Service Property Management Means

We break property management into 3 core pillars:

1. 💰 Rent Collection & Financial Reporting

- **Automated rent collection** through online systems
- **Direct deposits** to landlords monthly
- **Online financial reports** for income and expenses
- **Rental increase management** per Ontario regulations

2. 📞 24/7 Tenant Support & Communication

- RYPM handles **all tenant communication**—owners never need to speak to tenants
- **Lease renewals** and **negotiations** managed by our team
- **Legal notices**, compliance, and **evictions** handled in-house

3. 🛠️ In-House Maintenance & Repairs


- Fully **in-house maintenance team**—no third-party contractors
- **Work orders submitted, approved, and tracked** online
- **Emergency repairs available 24/7**
- Faster response times and **lower repair costs**

💡 *Why it matters:* Our in-house technicians ensure repairs are cost-effective, quick, and consistent with our high standards.

Property Management Packages

We offer two levels of service depending on what the landlord needs.

Service	Silver Package	Gold Package
Maintenance Coordination	✓ Yes	✓ Yes
Lease Renewals	✓ Yes	✓ Yes
Tenant Communication	✗ No	✓ Yes
Rent Collection	✗ No	✓ Yes
Financial Reporting	✗ No	✓ Yes
Eviction Support & Legal Assistance	✗ No	✓ Yes
Turnover Cleaning & Repairs	✗ No	✓ Yes
Landlord & Tenant Board Representation	✗ No	✓ Yes

 **Gold Package** is our full-service, all-inclusive model. Silver is basic and limited.

Property Management Pricing (Per Property Type & Per Unit on a 2 Year Contract):

Property Type	Silver Package	Gold Package
Single-Family Homes & Townhouses	\$39/month	\$149/month
Condominiums	\$39/month	\$129/month
Multi-Unit Properties (2-4 units)	\$39/month	\$99/month
Multi-Unit Properties (5+ units)	\$39/month	5% of monthly rent
Multi-Unit Properties (10+ units)	\$39/month	4% of monthly rent

✓ **Property Management Set-Up Fee: \$295 + HST per unit** (Negotiable for properties with 4+ units, consult a manager).

Legal Compliance & Eviction Support

We are fully compliant with:

- **Residential Tenancies Act (RTA), 2006**
- **Rental Fairness Act (RFA), 2017**

Our legal team handles:

- Serving all **legal notices**
 - Filing and managing **evictions**
 - Representation at the **Landlord and Tenant Board (LTB)**
 - Resolving **tenant disputes** legally and professionally
-

24/7 Operations – Unmatched in the Industry

RYPM runs **24 hours a day, 7 days a week**, every single day of the year.

This means:

- Emergencies get fixed immediately
- Tenant issues are handled on the spot
- Landlords enjoy peace of mind and uninterrupted cash flow

Other companies may only respond during business hours—we don't stop.

vs How RYPM Compares to Other Companies

Feature	RYPM	Other Companies
24/7 Availability	✓ Yes	✗ Limited Hours
In-House Maintenance	✓ Yes	✗ Outsourced Contractors
Legal Compliance & Evictions	✓ Yes	✗ Minimal Support
Online Financial Reporting	✓ Yes	✗ Basic or Paper-Based
Strict Tenant Screening	✓ Yes	✗ Basic Screening
Owner & Tenant Online Portals	✓ Yes	✗ Rare or None






Final Takeaways for New Hires

If you remember nothing else, remember this:

RYPM is not a traditional property management company.

We are a fully integrated, tech-first solution that provides a complete experience for both landlords and tenants.

Why Landlords Choose RYPM:

-  We do everything so they don't have to
 -  They get paid on time, every time
 -  We handle emergencies, maintenance, and legal issues
 -  Our tech platform makes everything accessible online
 -  Our staff are in-house, trained, and available 24/7
-

Summary Snapshot

Category	RYPM Advantage
Homes Managed	Single-family, townhomes, student rentals, condos (individual units only)
Multi-Unit Requirement	Must manage full deed (e.g., both upper & lower units of a duplex)
Maintenance	In-house, 24/7, no contractors
Communication	RYPM handles all tenant conversations and lease renewals
Financials	Automated rent collection + monthly owner reports
Legal	Full RTA and RFA compliance, in-house legal team, LTB representation
Technology	Online portals, CRM tracking, real-time updates
Portal Features	Work orders, rent payments, financial reports, tenant messaging, document access
Support	24/7, 365-day live support for both tenants and landlords