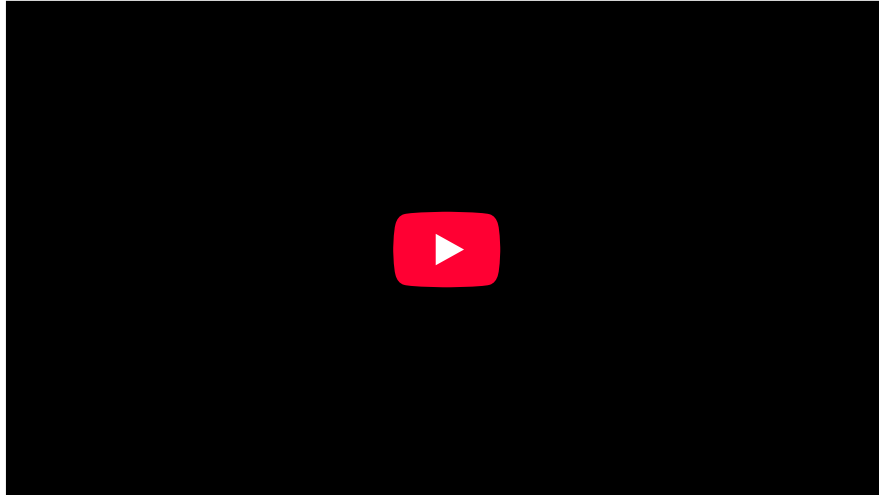


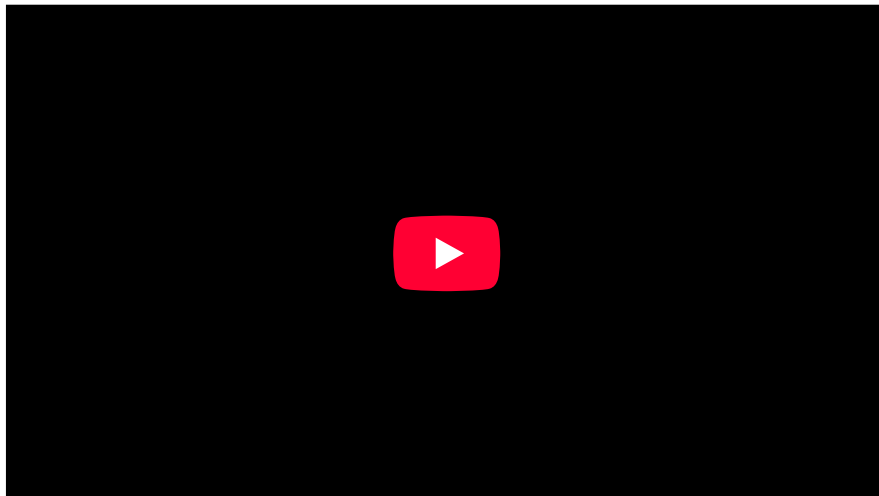
1.2. Tenant Placement

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

2. In Depth Overview of Tenant Placement Services:



3. Tenant Screening Service - Explained:



Introduction: A Better Way to Rent

At **Royal York Property Management (RYPM)**, we believe renting a home shouldn't be stressful, slow, or outdated. That's why we've built a streamlined, all-in-one system that simplifies the entire leasing process for both owners and tenants while still providing the high-touch service of a full-service property management and leasing company.

We've invested in advanced tools and infrastructure that no other company in Canada offers, making us the **leading choice for tenant placement**.

For Property Owners: Why They Love RYPM

1. No Upfront Costs

Owners list their property for free. We only get paid **when we deliver results**.

2. 15 Business Days of Exclusive Showings

Owners sign a **15-30 business-day Exclusive Property Access Agreement**, giving RYPM the exclusive right to show and lease the property. This can be signed in person with the Leasing Agent or digitally through the Owner Portal.

During this period:

- We market and show the property exclusively
- The owner cannot lease it through other platforms or agents
- Once the exclusivity period ends, they are free to explore other options if needed

3. Transparent, Performance-Based Pricing

If RYPM secures a **qualified tenant within 5% of the agreed listing price**, the owner will owe:

- **One month's rent + HST**
- **\$249 setup fee + HST** This fee is only due **once an acceptable offer is submitted**, not before.

4. Total Control Without the Work

We handle **marketing, showings, screening, leasing, key hand-off**, and more while the owner retains final decision-making authority.

5. Faster Placements

RYPM.ca receives **over 100,000 tenant visits per month**, meaning:

- Higher exposure
- Shorter vacancy periods
- Faster income for owners

6. Best-in-Class Tenant Screening

Every tenant is verified through:

- Two government-issued IDs
- Full credit report (pulled in-house)
- Employment letter

- Last 3 pay stubs
- Last 3 bank statements
- Previous landlord reference
- Legal background check

7. Secure, Modern Payments

We are registered as a **bill payee with all major Canadian banks**, so owners receive rent:

- Directly into their account
- With fast, secure, and trackable deposits
- No cheques or e-transfers

8. 24/7 Owner Support

We're available 24/7 with **real people**, not outsourced call centres.

For Tenants: Why They Love RYPM

1. One Platform for Everything

Tenants use the RYPM software to:

- View properties they qualify for
- Schedule/reschedule showings
- Submit offers
- Upload documents securely
- Sign leases
- Pay rent and deposits
- Submit maintenance requests

2. Safe, Digital Payments

Tenants never need to use cheques or e-transfers. They:

- Pay rent through their banking app
- Use the bill payee function to search for "Royal York Property Management"
- Stay fully within the RYPM app

3. Smart Matching System

Tenants are matched with properties based on:

- Income and document verification
- Personal requirements (location, price, unit type) This saves everyone time and avoids unsuitable showings.

4. Real-Time Updates

The software provides instant updates on:

- Showing confirmations
- Offer status
- Leasing documentation

5. 24/7 Tenant Support

Tenants can reach our team anytime by:

- Phone
- Email

6. Seamless Experience = High Retention

Tenants often choose to stay within the RYPM system for future rentals due to the streamlined, respectful experience.

Step-by-Step Tenant Placement Process

Step 1: Property Assessment

- Leasing agent visits the property on-site or a virtual visit from our Business Development Representative
- Professional photo & video walk-through
- Recommendations for improvements
- Rental valuation based on real-time data

Step 2: Exclusive Listing on RYPM.ca

- Published on RYPM.ca
- Instant notifications sent to matched tenants
- SEO-optimized listing and description

Step 3: Showings

- Scheduled and managed by RYPM Leasing Agents
- Tenants self-book/reschedule showings

Step 4: Screening Tenants

- Full document and background verification
- Once verified, RYPM determines if this tenant is eligible for Rental Guarantee

Step 5: Offer & Lease Process

- Tenant submits offer to lease
- Owner reviews full applicant profile
- Upon acceptance, the tenant pays the **balance of last month's rent within 24 hours**
- Tenant has **72 hours** to upload all required documents and pay:
 - **First month's rent**
 - **Refundable \$250 key deposit**

Extensions may be granted **on a case-by-case basis** if the tenant formally requests additional time and receives approval from our team.

- During this 4-day window, RYPM schedules a **professional move-in inspection** to protect both parties from liability for damages at the end of the tenancy
 - Once all documents and payments are received, **lease signing is facilitated between the tenant and property owner**
 - RYPM then:
 - Transfers applicable utilities into the tenant's name
 - Sets up **\$2 million liability tenant insurance**
 - On move-in day (as stated in the lease), tenants receive an email and notification at **9:00 AM** via the Tenant Portal with:
 - Lock-box location
 - Lock-box code
 - Instructions on how to access their keys
-

Pricing for Tenant Placement

For Owners:

- One month's rent + HST
 - \$249 setup fee + HST
 - Charged **only if RYPM brings a qualified offer within 5% of the listing price**
-

For Tenants:

1. Refundable Prepayment Toward Last Month's Rent – \$500

Before RYPM can present a tenant's offer to a property owner, the tenant has the option to submit a **refundable \$500 prepayment toward** their **last month's rent**.

- **If the owner accepts the offer:**

The tenant must pay the **remaining balance** of their last month's rent within **24 hours**, unless an extension is formally requested and approved on a **case-by-case** basis.

- **If the owner declines the offer:**

The \$500 will be **refunded within 48 hours, provided the tenant has uploaded their direct deposit form** to our Tenant Portal.

⚠️ If the direct deposit form is not uploaded, **RYPM cannot process the refund**, and this will cause unnecessary stress and delay for the tenant.

- **How to Pay:**

The prepayment must be made using the **Canadian bill payee system**, by selecting "Royal York Property Management" as the payee in their online banking portal.

2. Tenant Verification Fee – \$29.99 + HST (Per Tenant)

All tenants are required to pay a **\$29.99 + HST Tenant Verification Fee** to do a soft pull on their credit through TransUnion.

We will then screen all of the following documents:

- **Two pieces of valid government-issued ID**
- **Employment letter**
- **Last 3 pay stubs**
- **Last 3 months of bank statements**
- **Previous landlord reference(s)**
- **Full legal background check**

Once verified, the tenant will receive a **formal Tenant Verification Report** confirming that their documentation has been reviewed and validated by Royal York.

This report can be used:

- To support rental applications with **non-RYPM landlords**
- To demonstrate that they have been **screened by a professional third party**
- To show **Rental Guarantee eligibility** if applicable; meaning Royal York may be willing to financially stand behind the tenant in the event of a default

Please note:

Royal York does **not approve or deny tenants**; final decisions are always made by the property owner. This screening process is strictly used to assess eligibility for Rental Guarantee consideration and to provide verified documentation to both owners and tenants.

🔗 Summary: Why RYPM Works

- ✓ Full-service property management and leasing company
- ✓ Advanced tools and systems no other company offers
- ✓ Faster placements, verified tenants, and secure payments
- ✓ Owners keep full control without doing the heavy lifting
- ✓ Our 15-business-day exclusivity model ensures focused, results-driven marketing
- ✓ The leading choice for tenant placement across Ontario

RYPM is where better leasing starts. And it starts with you.