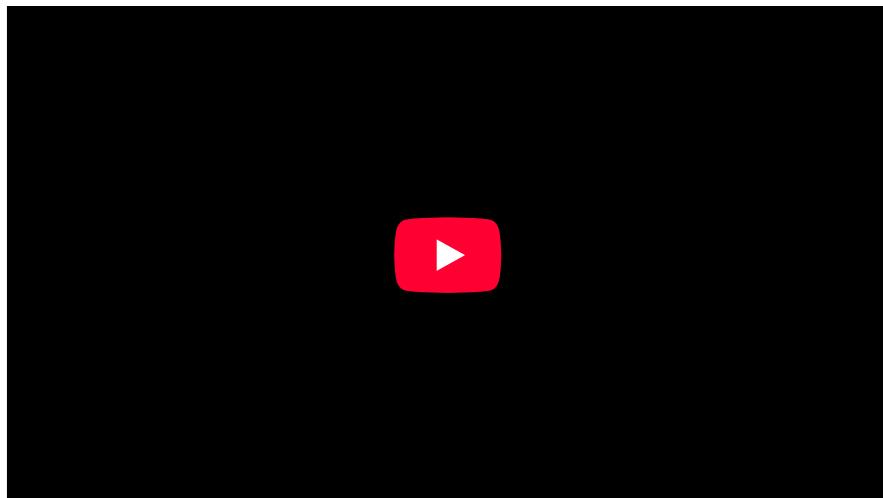


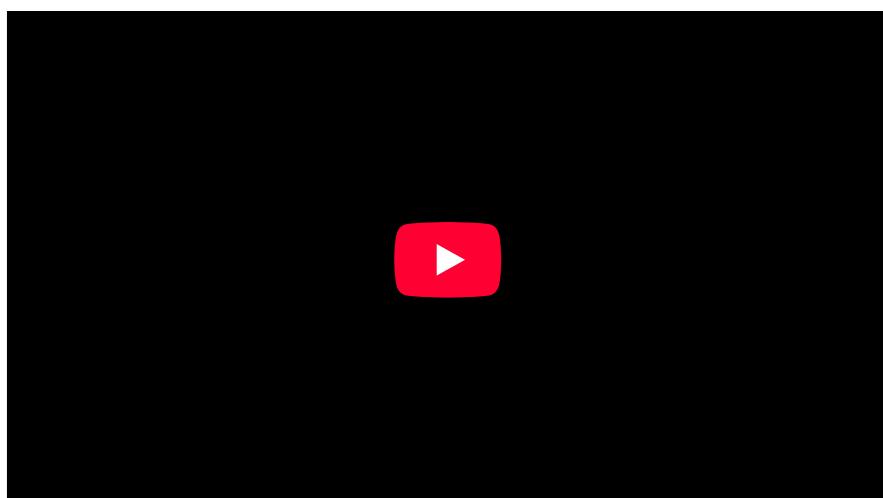
## **1.3. Property Management**

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

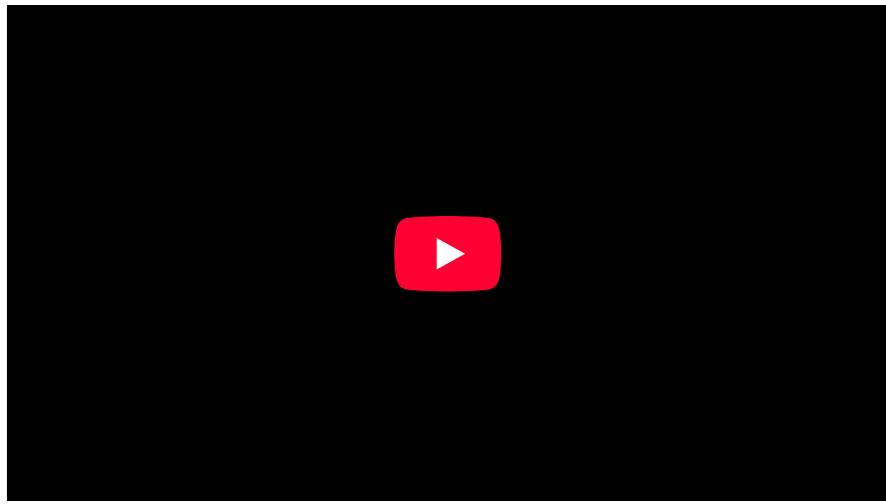
**2. Property Management Services Explained:**



**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**

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**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.

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## 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

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 **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.

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## 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.

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

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

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

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## **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.

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## 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

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## 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