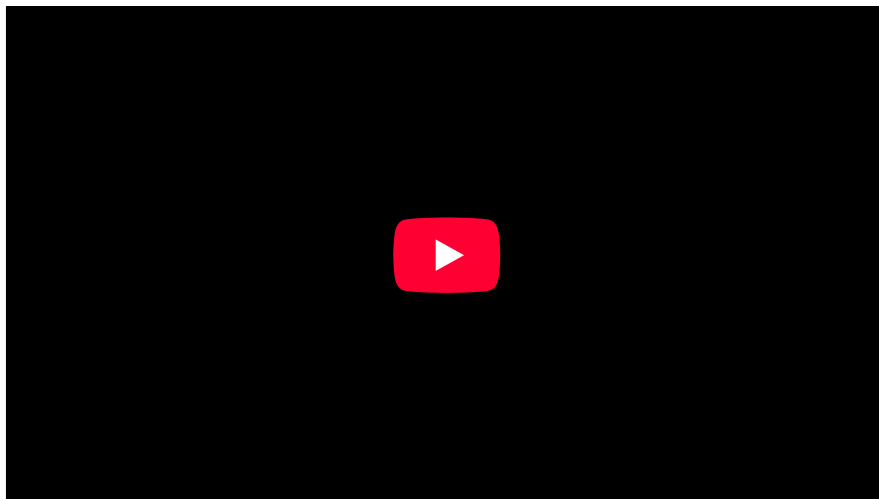


## 1.6. How to Explain Our Services

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

### 2. Watch Our Founder Do an Elevator Pitch:



## Company Overview

Royal York has been in business since 2010, and in that time, we've grown to 21 offices across Ontario. Today, we're proud to be the largest property management company in Canada, managing over 25,000 rental properties, with more than 18,000 of those being single-family homes.

What really sets us apart is our all-in-one portal, which both property owners and tenants can access anytime on desktop or mobile. It gives complete visibility into everything such as:

- showings,
- signed leases,
- maintenance,
- rent collection,
- and financials, so there are never any surprises.

Owners are able to manage it all from anywhere in the world, and the best part is, there's no extra cost.

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## Tenant Placement Service

When it comes to tenant placement, Royal York handles everything from A to Z. This means the property is physically visited to

- take professional photos and a video tour,
- assess its condition,
- note any upgrades,
- and even get the brands of the appliances so we can give the property owner a full Comparable Marketing Analysis to determine a fair rental price.

We also never just post properties on MLS and hope for the best but instead handle all showings in-house. That means there will never be random realtors showing the property, Royal York leasing agents handle all showings personally.

## Tenant Screening

When it comes to Tenant screening, from a

### Personal Aspect:

- We collect two pieces of government-issued ID
- and a credit report pulled in-house, and from a

### Financial Aspect:

- We collect an employment letter
- Last 3 pay stubs
- Last 3 bank statements, we also conduct a:

### Legal Background Check

- Where we do a search at the Landlord and Tenant Board to see if a property owner has ever brought a claim against the tenant, or if the tenant has ever brought a claim against a landlord.

Royal York is so careful about who gets placed into properties because, unlike other property management companies, we are actually willing to guarantee the rent. If a tenant stops paying rent at any point during the lease, Royal York will continue to pay the rent, replace the tenant free of charge, and cover all legal, eviction, and sheriff costs.

The Rental Guarantee is a separate service that is an add-on to property management, which can be activated at a later time.

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## Move-In & Legal Protection

Royal York handles the move-in process from start to finish, including:

- A full move-in inspection with photos, checking flooring, ceilings, baseboards, appliances, plumbing, HVAC, and health and safety.
- Transferring utilities into the tenant's name.
- Collecting proof of tenant insurance with \$2 million liability coverage.
- Attaching a 5-page Schedule A to the lease agreement with protective clauses, such as:
  - No subletting
  - No smoking
  - No growing marijuana
  - No vehicle maintenance in the driveway or parking spot
  - And several other rules and regulations to protect the property

Royal York also collects first month's rent, last month's rent, and a \$250 key deposit. If a tenant loses a key, Royal York doesn't just replace the key but changes the locks entirely so there isn't a copy floating around.

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## Property Management Services

When it comes to property management, Royal York gives property owners the option to choose how involved they want to be. They can either be completely hands-off, or if they prefer to stay more involved, the owner portal ensures full access to real-time updates about the property 24/7.

Royal York also handles all tenant correspondence, meaning property owners never have to deal with tenants directly. Tenants never bother owners at 3 a.m. Instead, they contact Royal York, which operates 24/7, 365 days a year.

### In-House Maintenance Team

What really sets Royal York apart is the in-house maintenance team. All tradespeople work directly for Royal York, including:

- Plumbers
- Electricians
- HVAC Gas Technicians
- Appliance Repair Technicians
- Handy-workers
- Painters
- Cleaners

Because all trades are internal, Royal York maintains full control over the quality of work and is able to keep costs affordable. There are no contractor markups, delays, or inconsistent standards.

Royal York also offers a satisfaction guarantee. Property owners never pay upfront, and if they are not satisfied, they don't pay until 100% happy with the work.

If a property owner prefers, they may still use their own technicians. Royal York will coordinate with the tenant to arrange access.

Through the owner portal, property owners can:

- Review and approve/decline work orders (e.g., decline unnecessary requests like appliance upgrades)
- Track the GPS location of technicians
- View before-and-after photos and closing notes from technicians
- Access all financial statements and account balances

Royal York also handles monthly rent collection and direct deposits into property owner accounts.

Finally, Royal York manages all legal notices, including annual rent increases (N1 or N2) and notices to vacate (N9 or N12).

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## Non-Resident Owners

For non-resident property owners, Royal York ensures compliance with CRA requirements for rental income.

For \$49/month, Royal York handles:

- NR6 and NR4 filings
- Monthly remittances
- Year-end summaries for the CRA

Accounts are set up within 12 hours of non-resident confirmation. From there, Royal York ensures the 25% withholding tax on gross rental income is properly managed.

At year-end, clear statements are provided along with the Non-Resident Summary.

If a property owner moves outside of Canada and becomes a non-resident, Royal York sets up their non-resident account and files an NR6 to reduce the tax burden by paying based on net rental income instead of gross.

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## Rental Guarantee

Once a tenant is placed, property owners have the option to add on Royal York's Rental Guarantee package.

Royal York offers three levels:

- **Standard Rental Guarantee – \$49/month:** Covers all legal costs (Landlord and Tenant Board representation, small claims court, legal notices such as N4 for non-payment of rent, sheriff and eviction costs) and full tenant replacement at no additional charge.
- **6-Month Financial Guarantee – 10% of rent:** Provides everything that is in the standard package + six months of guaranteed rent coverage.
- **12-Month Comprehensive Guarantee – 15% of rent:** Provides everything that is in the standard package + twelve months of guaranteed rent coverage plus up to \$30,000 in negligent tenant damages.

The Standard Guarantee is the most common, while the financial guarantees are best suited for high-rent properties above \$10,000/month as it more difficult to find a replacement tenant for those types of properties.