



CASTLE

Getting Started Guide



Table of Contents

<u>Welcome</u>	3
<u>Your Account Management Team</u>	4
<u>Your First Few Weeks</u>	5
<u>Your Castle Account</u>	6
<u>Maintenance</u>	7
<u>Tenant Placement</u>	9
<u>Securing Vacant Properties</u>	10
<u>Expanding Your Portfolio</u>	11
<u>Further Resources</u>	12
<u>Appendix A: Detroit Rental Registration</u>	13
<u>Appendix B: Onboarding Responsibilities</u>	14



Welcome!

We're thrilled to have you as a customer, and can't wait to show you what Castle can do for your rental portfolio.

Over the next few days, our team will work closely with you to get your account set up and get your properties onboarded with Castle. This guide is designed to give you an overview of what to expect in the days, weeks, and months to come.

We can't wait to start working together!

—Team Castle



Your Account Management Team

As a Castle customer, you'll be assigned a dedicated account management team to oversee your portfolio. Each team consists of a primary Account Manager alongside specialists for tenant placement, maintenance, and rent collection.

Over the course of your relationship with Castle, you'll hear from both your Account Manager and their specialist team. You may also occasionally hear from companywide specialists who focus on utilities and city compliance.



We use a centralized support inbox so that your messages can be directed to the appropriate person, and so that another member of our team can step in if your Account Manager is out of the office. When you email support@entercastle.com, your message will go straight to your account management team.

If you have five or more units with Castle, your Account Manager will also offer to schedule a regular portfolio review call. Portfolio review calls are a great way to stay up-to-date on the latest developments with your properties.

When you first get started with Castle, we'll ask you to complete a brief [onboarding survey](#). This survey will help us collect some basic information about you and your portfolio so that we're ready to hit the ground running on day one.

Your First Few Weeks

Our team is eager to get to work as soon as possible. Here's what you can expect in the coming days as we get you set up with Castle:

Everybody



Introduction to Your Management Team

Right away



Link to Create Your Online Account

Within 24 hours



Kickoff Call

1-4 days

(dependent on your schedule)

Vacant Units*



Walkthrough

2-3 days after receiving keys



Photos

3-5 days after walkthrough, if property is rent-ready



Listing

1 day after photos



Tenant Placed

4-6 weeks after listing (avg)

Occupied Units



Tenant Contacted

1-2 days after kickoff call, if we have working contact information



Outstanding Maintenance Reported

1-2 days after tenant contacted



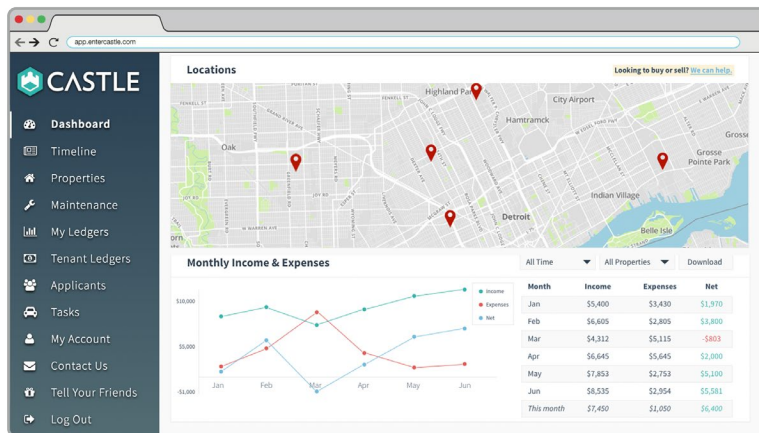
Rent Collection Starts

Next month

**Timeline contingent on having submitted required documents, linked payment method, and completed rental registration.*

Your Castle Account

In the next 24 hours, you'll receive a link to create your online Castle account, which is the best way to stay up-to-date about what's going on with your portfolio.



Three holes from pipe maintenance #35

✓ Closed 10 days ago

There are 3 holes:

1. Behind the vanity in the bathroom.
2. Behind the kitchen sink in the utility room.
3. The laundry connections hook up.

Bids:

▶ **\$380.00 by Henry Handyman** approved

6 days ago Henry Handyman commented:
"Some leaking still going on under vanity, also toilet connection at shut off leaks. I will be covering holes with an access panel for future access."

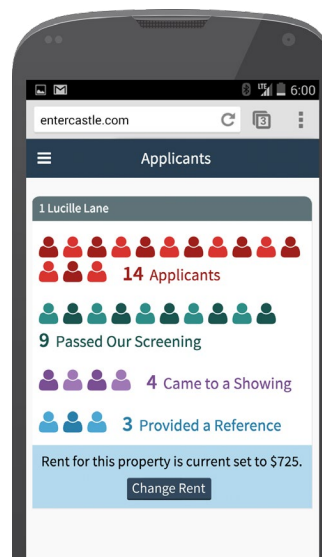
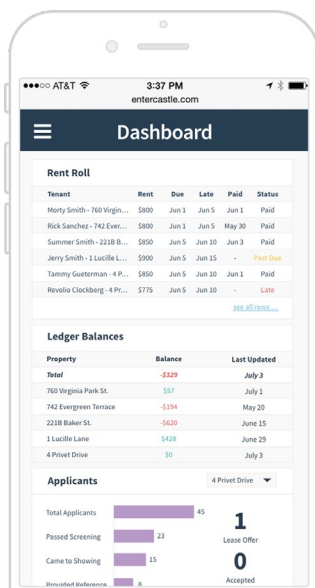
Property Details

Address
1 Lucille Lane
Detroit, MI 48221

Lockbox Info
Lockbox Code 760, code for the theft door 5729

Your Castle account is updated in real time with information about maintenance issues, applicants to vacant properties, and income and expenses. If you have a question about your portfolio, chances are the answer can be found in your account.

Your online account is also home to your owner's dashboard, which provides an overview of your portfolio and high-level metrics. [Learn how to make the most of your owner's dashboard on our Knowledge Base.](#)



Issue

Gutters need to be cleaned #258

✓ Closed 21 days ago.

See picture

4 days ago Castle commented: "Motor City Gutter Cleaners is on the job."

3 days ago Motor City Gutter Cleaners commented: "Should be an easy fix. We can do the job for \$150."

3 days ago Motor City Gutter Cleaners added a document: **Invoice**

3 days ago Motor City Gutter Cleaners added a photo:

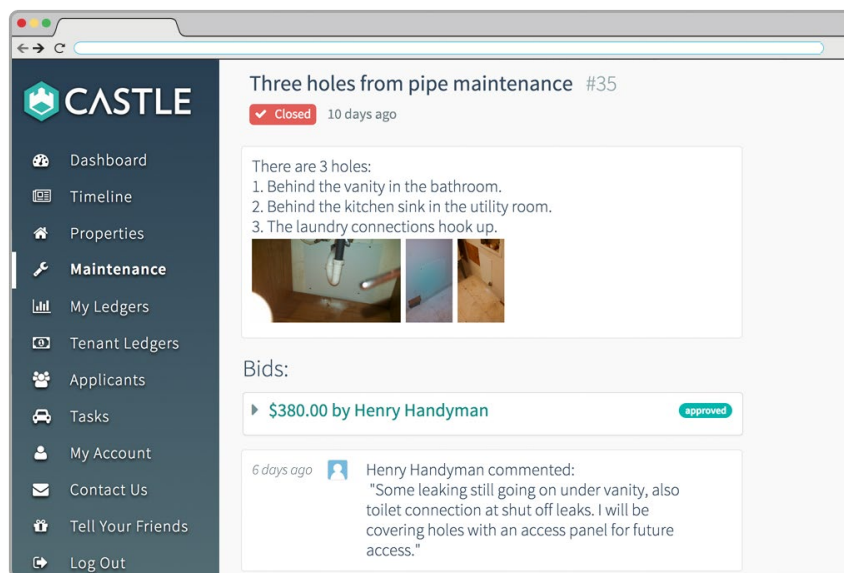
Maintenance

We work with a network of screened and vetted third-party contractors for all repair work. We pass maintenance costs on to you directly without any markup, and can solicit multiple bids for expensive work.

When a tenant reports a maintenance issue, our team works with them to determine the source of the issue, then prioritizes it based on the level of damage to the property and the issue's effect on the tenant's well-being. From there, our team will attempt to troubleshoot over the phone before sending a reliable, affordable repairperson.

We'll get your approval before proceeding with any work over \$350, unless immediate action is needed to prevent your property from damage or address legally-mandated habitability issues.

From your Castle account, you can follow along with real-time updates on any maintenance, and you'll see photographs and itemized invoices for all work.



Maintenance

We've negotiated with our contractor network to provide pre-set prices for common issues. Castle guarantees pricing for the following:



HVAC

New hot water tank: \$700

New furnace: \$1,300

Includes installation



Cleaning

Hourly rate: \$68/hr

Junk removal: \$389/half truckload

~~XXXXXXXXXX~~ \$588/truckload



Landscaping

Lawn mowing: \$30/lawn

Snow removal: \$20-\$40/property



Plumbing

Snake drain: \$75

Toilet replacement: \$300

With flange repair: \$350

Bathroom faucet & supply line: \$125

Hourly rate: \$75/hr



Windows & Doors

Window: \$285-\$350

Interior door: \$110

With frame & trim: \$225

Exterior door: \$345



Electric

Service call: \$50-\$100

Hourly rate: \$75/hr



Lead

Pre-inspection: \$150*

Full inspection: \$500

**Credited towards full inspection*



Misc.

Winterization: \$145

Includes de-winterization

Rekey: \$165

Tenant Placement

A great property starts with great tenants, and that's what Castle's system is built to find. Here's how it works:



Prospective tenants **apply online** with our instant application.



Applicants **attend a showing**. Group showings create competition.



Applicants **pass a background and credit check**.



The top applicant **signs a lease** and **pays deposit** and rent.

We consider the following criteria when screening tenants:



Income



Employment



Pets



Smoking



Prior
Evictions



Criminal
Background

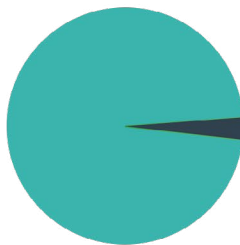


Credit
Report

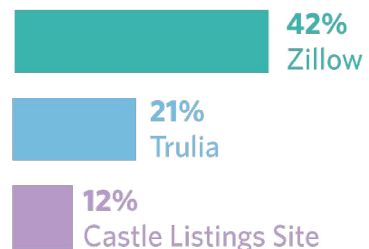
Castle Tenants **By the Numbers**

31
DAYS

Average time from
listing to tenant placed



3% eviction rate



Where our applicants come from

Securing Vacant Properties

When properties are vacant, they are prime targets for theft. The most common crime is to break into a home and steal the furnace and water heater from the basement.

We reduce the risk of theft by making sure the property looks occupied, by attending to the lawn care in the warm months and snow removal in winter. Castle also regularly sends team members to vacant properties for showings and walkthroughs, but while a property is vacant, it's still vulnerable.

To protect your home, we recommend the installation of the [Armor Concepts Door Jamb](#). Armor Concepts are an alarm-free security option that prevent kick-ins and have a lifetime warranty. Once Armor Concepts are installed at a property, they don't have to be removed.




Armor Concepts cost \$150 for the first door at a property (including installation), and \$100 for each additional door.



Expanding Your Portfolio

If you're looking to expand your portfolio, our partner network of realtors, wholesalers, and turnkey providers can help. With a brief discussion of your needs, our team can connect you with the right partners.

We also connect Castle customers who want to buy with customers who want to sell. To see the properties Castle customers are currently looking to sell, follow the "Looking to buy or sell?" link in the top right of your owner's dashboard.

Photo	Address	Type	Occupancy	Rental Rate	Lease End Date	Known Maintenance	Asking Price	Additional Photos
	2230 Homeplace Dearborn, MI 48214	Single-family home	Occupied	\$950	Month-to-month	-	Best offer	Click to view >>
	15866 Heyden St Detroit, MI 48223	Single-family home	Vacant	Estimate: \$900	-	Missing furnace and HWT	Best offer	Click to view >>
	20640 Kenosha St Harper Woods, MI 48225	Single-family home	Occupied	\$825	8/31/2017	-	\$65,000	Click to view >>

Further Resources

You can find answers to common questions and more detail on the items included in this guide on our [Knowledge Base](https://support.entercastle.com) (*support.entercastle.com*).

You can also reach us by:

- **Email:** support@entercastle.com
- **Phone:** (313) 228-3386
- **Fax:** (313) 451-7948



Appendix A: Detroit Rental Registration

The city of Detroit requires that all rental properties within its limits be registered and inspected. After many years of lax enforcement, the city began penalizing property owners for noncompliance in 2017. Here's how the registration process works:



Register Your Property

Submit some basic information about your property and yourself.

Free

1 day



City Inspection

The city will conduct an inspection of the property and notify you of any required repairs.

\$159

1-2 weeks to schedule



Repair Any Violations

You'll need to complete any repairs listed on the city inspection report.

Costs Vary

1 week to receive inspection report; repair times vary



Reinspect as Needed

If repairs were noted on the inspection report, a reinspection is needed once they're complete.

\$159

1 week to schedule



Lead Clearance

Lastly, you'll need a clearance report from a certified lead inspector.

~\$500

2-5 days to schedule; 1 week to receive inspection report (Can happen in parallel with city inspection)

**Please note: these timelines are estimates based on past experience and should not be taken as guarantees.*

Castle can handle the entire rental registration process for a flat fee of **\$99** per property (in addition to the costs listed above). Alternatively, owners are welcome to complete the registration process on their own.

To ensure all required work can be completed before the property is occupied, we begin the tenant placement process once we've received the city inspection report.

What are the penalties for noncompliance?

Fines for renting a property without a Certificate of Compliance start at \$500 for a first offense, with increases up to \$2,000 per property (*Detroit City Code Ch. 26*). If an unregistered property is found to have unsafe levels of lead, the owner will incur additional fines of \$5,000-\$10,000 per property (*Michigan Compiled Law 333.5475a*).

Appendix B: Onboarding Responsibilities

Vacant Units

	Castle's Responsibility	Owner's Responsibility
Utilities	None*	Ensure utilities are active, properly registered, and have no back balance
Maintenance	Coordinate maintenance; address all emergencies	Coordinate all rehab work to ensure property is rent ready; provide timely approval and reimbursement for maintenance costs
Insurance	None	Provide proof of valid liability insurance with Castle listed as co-insured
City Compliance	Assist owner with submitting city documentation, coordinate compliance activities**	Register the property as a rental with city buildings department; provide timely reimbursement for registration and inspection fees
Leasing	Offer lease to qualified and interested applicants; facilitate lease signing	Sign Castle standard lease agreement

*Castle can start or transfer water/sewer service for \$299 and gas/electric for \$199.

**Castle can coordinate all compliance activities for \$99 (plus applicable city fees).

Appendix B: Onboarding Responsibilities

Occupied Units

	Castle's Responsibility	Owner's Responsibility	Tenant's Responsibility
Utilities	Facilitate transfers into owner's name upon vacancy	None	Pay utility bills in accordance with lease terms
Maintenance	Coordinate maintenance; address all emergencies	Provide timely approval and reimbursement for maintenance costs	Report maintenance and repairs to Castle; coordinate visits with contractors
Insurance	None	Provide proof of valid liability insurance with Castle listed as co-insured	None, although Castle recommends renter's insurance
City Compliance	Assist owner with submitting city documentation, coordinate compliance activities**	Register the property as a rental with city buildings department; provide timely reimbursement for registration and inspection fees**	Cooperate with rental inspectors
Leasing	Honor current lease; facilitate lease renewals when applicable	Provide Castle with current tenant's lease agreement and contact information	Comply with lease terms; sign Castle standard lease agreement on renewal
Eviction	Follow standard legal process for evictions; coordinate bailiff and facilitate alternatives (cash-for-keys, payment plan)	None	Attend court date

**Castle can coordinate all compliance activities for \$99 (plus applicable city fees).*