



Guarantees

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Results Guarantee:

With our results guarantee you don't have to pay us any money until we produce!

If we are leasing your property for you, we do all the work upfront and you don't have to pay us until you get a qualified tenant and they move into your property. That means we aggressively market and show your property, screen the tenants, handle all of the paperwork and perform a move-in inspection... all before we get paid anything.

For our property management clients, there are no upfront setup fees, no admin fees or transfer fees. We are only paid after your tenant pays their rent.

Our results guarantee ensures that you have the peace of mind of knowing we are working hard for you and you will not pay us until you get results.

Money-Back Guarantee:

If a landlord is unhappy with our service within the first 90 days of our agreement and terminates our services, the landlord will be refunded all management fees collected during that first 90 day period. These funds will be delivered to the landlord at the same time as the landlord reserve funds which is usually within 30 days after termination to account for any and all accounting bills still due to be processed.

Month to Month Contract Guarantee:

Landlords have the right to terminate our services at anytime during our agreement with just 30 days notice with no termination fees.

Rental Payment Timing Guarantee:

If your tenant pays lease rental payment in full by the 1st of the month in which it is due, our accounting team will process those funds by the 1st business day of the month or you will receive a credit equal to that month's management fee.

Processing is defined as approving the transfer from our bank. Your bank may not make the funds available immediately, but usually are available the following day.



Optional Eviction Guarantee:

We are proud of our screening process and tenant oversight, if at anytime we are in a position to have to evict your tenant we will cover the costs of filing for all of the court appearances involved with evicting a tenant. A list of those filings are presented below. Additional coverages are available as well.

Optional Additional Eviction Coverage:

With the cost of an eviction at an extremely high rate, Legacy Management Services has come up with a solution to further protect an unexpected cost incurred in evicting a tenant. If an eviction becomes necessary at your property, Legacy Management Services will cover all costs incurred in removing a tenant from your home for an annual fee of \$71.40 or \$5.95 a month. (This Option must be chosen before lease commencement and can be modified at lease renewals).

With the additional coverage option Legacy Management Services will cover all of the below costs incurred from an eviction on your behalf for \$5.95/month- owners can assure they will not be hit with an unexpected cost of \$2,750 or more.

This program will only cover the initial charges in removing the tenant for basic clean out. Any damages incurred by the tenant from normal wear and tear, or intentional destruction, will not be covered. The additional protection is only offered to owners who have allowed Legacy Management Services to properly screen their tenants through our application process, and those tenants that complete a lease agreement both written and executed with Legacy Management Services. By agreeing to this program, the homeowner will subjugate all rights to pursue all debts incurred to Legacy Management Services Properties, against the tenant. (Maximum amount of Claim will not exceed \$5,000).

Eviction Process		Coverage
Initial Notice to Vacate	\$150	Covered in our Eviction Guarantee
Eviction Filint Justice of the Peace	\$150	Covered in our Eviction Guarantee
Court Fees for Justice of the Peace	\$125- No Limit	Covered in our Eviction Guarantee
Court Appearance for Owners	\$190- No Limit	Covered in our Eviction Guarantee
Writ of Possession Filing Fee	\$215	Covered in our Eviction Guarantee



Writ of Possession Appearance Owner	\$190	Covered in our Eviction Guarantee
Removal of Tenant Possessions	\$1,000+	Covered in our additional Protection \$5.95/month
Lock Change Required by Law	\$150-\$300	Covered in our additional Protection \$5.95/month
Cleaning	\$580	Covered in our additional Protection \$5.95/month
Total:	\$2,750	All covered under Additional Protection \$5.95/Month

Cleaning is defined as: Cleaning all bathrooms, kitchen (stove, microwave, counters, refrigerator) wipe down all blinds, ceiling fans, bannisters, light fixtures, sweep and mop all hard surfaces, remove minor trash and vacuum all floors, sweep off any exterior and living spaces-front and back porches.

Optional Rent Loss Guarantee:

When we have to start the eviction process and have serviced the NTQ you may choose to have us send you funds (up to 1 month rent) to cover expenses you may have that month (ie, mortgage payment). This will decrease the amount of funds on hand from the tenant to fix the property after the eviction is complete.

Limitations: Security Deposit held for the property must equal or exceed the funds requested.

Response Guarantee:

Legacy Management Services strives to be readily available to our landlords and quick to respond to communications. If at any time a landlord is not responded to by a member of our Legacy team within 24 business hours, the landlord will receive a credit to their account equal to that month's management fee charges.

Pet Guarantee:

Legacy Management collects a monthly animal administrative fee from the tenant for each approved animal (Advertised as “Pet Rent”). We offer a guarantee that any damage caused to the home, above normal wear and tear, resulting from the approved animal(s) that is not covered by the security deposit will be reimbursed by Legacy to make necessary repairs on behalf of the owner. This excludes any Service Animal per Fair Housing Guidelines. This Free Animal Guarantee is limited to an amount of \$1,000 per pet. Any collection efforts under this provision become the sole responsibility and ownership of Legacy Management services.



Optional Additional Pet Coverage:

Legacy collects a monthly animal administrative fee from the tenant and offers a \$1,000 animal protection guarantee at no additional expense to the owner. The Optional Animal Protection program will offer an additional coverage of up to \$5,000 total coverage per incident for an additional expense to the owner of \$8.95 per month. This protection program will cover animal related damages caused to the home, above normal wear and tear, resulting from the approved animal(s) that is not covered by the security deposit and will be reimbursed by Legacy to make necessary repairs on behalf of the owner. Any collection efforts under this provision become the sole responsibility and ownership of Legacy Management services.

This program is designed to cover specific animal damages exceeding the security deposit that fall outside of the Homeowner's Insurance policy, and excludes normal wear and tear. These normal wear and tear standards are in accordance with the Texas State Property Code Chapter 92. (Maximum amount of Claim will not exceed \$5,000)

By agreeing to this program, the homeowner will subjugate all rights to pursue any and all debts incurred to Legacy, against the tenant. Animal Protection is only offered to owners who have allowed Legacy to properly screen their tenants through our application process, and those tenants that complete a lease agreement both written and executed with Legacy. This program excludes fire claims, water claims, natural disasters claims, owner negligence, or any portion of a claim that can be covered by the homeowner's insurance policy they are required to carry the Legacy Property Management agreement. (This Option must be chosen before lease commencement and can be modified at lease renewals)



The 21 Day Rental Guarantee

We Guarantee that we can find a quality tenant for your home in 21 days, or the first two months of management fees are FREE.

The property must qualify using the Legacy Management Services Qualification Matrix below before the 21 days begins:

1. The Property must be marketed at the Market Price as recommended by Legacy Management Services. (*The landlord can choose to list the property at the price they desire. However, this will make the Property ineligible for the guarantee.*)
2. The property must have refrigerated air.
3. The Property must be vacant.
4. The Property must be Hotel Clean.
5. All included appliances in the Property must be in working condition.
6. The Property must allow approved pets .
7. The Property must be fully landscaped and that landscaping must be in good condition.
8. Other requirements may be required due to unique property circumstances.

The last thing you want to do is have your home sit on the market for 30, 60, or even 100 days. And many owners fear this may happen when renting their home. Well, we wanted to put your minds at ease. We guarantee that we will find the right tenant for your home within 21 days, or our management fees are waived for the first 2 months. Now, we must insist that you allow us to choose the rental price, however, you can plan on having tenants in your home within 21 days or the management fees are waived! Try running that by the competition!



Price Match Guarantee:

If you can find a lower management fee to manage your property in writing we will match it as long as the other firm does not change fees in addition to their base management fee and offer equal services, we guarantee to match the management fee. This match guarantee must be provided before an agreement has been executed. Examples of lower management fees offered but where other fees are changed to offset lower management fee are: 8% management fee, but they charge some or all of the following fees (Larger Leasing Fee 75-100%, Initial Setup Fee, Initial Inspection Fee, End of Lease Inspection Fee, Lease Renewal Inspection fee, Utility Management Fee, Home Improvement Projects Fee, Routing Repairs- Home Warranty Fee, Overseas Insurance Claim Fee, Repair Oversight Fee, Annual Tax Prep Fee, etc...).

Leasing Fee Guarantee:

We certify that you will NEVER have to pay 2 leasing fees in the same 12 month period. Now, the only exception would be a federal military relocation, or any other early termination clause required by the state which are out of anyone's control, but outside of that we guarantee your tenant will stay 12 months, or we will find a replacement at no additional charge.

Easy Switch Guarantee:

We will take care of all of the work when it comes to switching to our company from another property management firm, we will also reduce our management fees to your previous property manager or an early termination fee. This reduction in management fee would equal up to 3 months of management fees.

Property Code Compliance Guarantee:

With our property code compliance guarantee you can rest assured that your property is up to current property code requirements. We know that one of the reasons you hired a professional property manager is because you do not know all the Texas Landlord/ Tenancy Codes. We are happy to be your knowledge and experienced properties are continually up to current Texas Property Code that we will Guarantee your home will be up to code with regards to:

1. Property is rekeyed between each occupancy
2. Security Devices (92.151)
3. Smoke Alarms (92.251)



If at any time during the management of the property there is a time that the property is not up to current property code with regards to the sections mentioned before, Legacy Management Services will cover the cost of correcting the missing code item and any fines associated up to \$500,000. Many times this is caused by the tenant where they removed an item, we will correct the code item and charge the tenant accordingly. Landlord pays for the initial code work, misaligned, malfunctioning, and expired hardware. (Smoke Alarms expire 10 years from Manufacture date printed on unit. Legacy Management Services will replace at owners expense after year 9, Deadbolts and pin locks become misaligned over time and may need to be adjusted due to naturally occurring shifting of the property and door frames)

Vendor Guarantee:

All vendors hired by Legacy who do work on your property will be licensed and insured for your protection.

Spanish Guarantee:

In each of our teams, you will have someone that can assist you in your preferred language of Spanish if desired.

***Qualifications, Limitations and Restrictions Exists.**