

CJ Real Estate, Inc.



Serving Missouri, Kansas & Florida

Corporate Mailing Address:
705 NE Woods Chapel Road
Lee's Summit Mo 64064
(816) 224-7911

Welcome to CJ Real Estate, Inc./Results Real Estate Services, LLC

We're so glad to have the opportunity of you considering joining the team! This guide is meant to provide specific information to help you get to know our company, processes and team. As the President/CEO, I believe quality customer service starts at the top. I am always available to all owners/investors anytime to help in any way I can. You can get even more information and testimonials on our website at www.cjproperties.org. My direct contact information is 816-224-7911 ext. 126 or jjones@cjproperties.org.

Our Mission

CJ Real Estate, Inc. strives to provide a high level of customer service at an affordable price. We keep our costs low so we can pass those savings on to our customers in the form of lower commissions. Our system is continually evolving with modern technology geared to provide our owners and tenants with the latest in property management innovations. CJ Real Estate, Inc. is a full-service real estate brokerage & property management company specializing in investment real estate. We have spent years developing methods and systems to keep owner costs low, vacancy rates low and profits high and we are constantly pursuing new methods and technology to keep ahead of our competition. In addition, we have a sizable investor base constantly looking for investment acquisitions.

General Office/Contact Information

Below is your Kansas City ready to help you:

- ☐ James Jones, President/CEO jjones@cjproperties.org
- ☐ Christy Jones, Owner, cjones@cjproperties.org
- ☐ Kyle Jones, Vice President kjones@cjproperties.org
- ☐ Brittany Jones, Vice President bjones@cjproperties.org
- ☐ Heather Lee, Division Manager, hlee@cjproperties.org
- ☐ Jackie Bills, Business Development, jbills@cjproperties.org

☐ **Leasing/Marketing**

- ☐ Dawn Anderson, Leasing/Marketing danderson@cjproperties.org
- ☐ Leasing Department, leasingdepartment@cjproperties.org

☐ **Collections/Customer Service**

- ☐ Michelle Johnson, Office Manager mjohnson@cjproperties.org

☐ **Maintenance**

- ☐ Matt Meyer, General Manager, mmeyer@cjproperties.org
- ☐ Ashley Quigg, Project Manager, aquigg@cjproperties.org

☐ **Inspections**

- ☐ Shannon Peck, speck@cjproperties.org
- ☐ Ashley Smith, asmith@cjproperties.org
- ☐ Ryan Webb, rwebb@wrcjproperties.com

☐ **Sales Weichert Realtors – CJ Properties**

- ☐ Ryan Jones, Managing Broker, rjones@cjproperties.org
- ☐ Kim Parente, Director of Recruiting, kparente@wrcjproperties.com

Summary of Services

- ☐ 8% of the monthly rent for the management fee
- ☐ ½ of first month rent to lease up a vacant property
- ☐ \$45 monthly advertising while vacant
- ☐ \$3 monthly fee (per month, not per call) for after-hours emergency call answering services
- ☐ Zero transfer or setup fees—**Free**
- ☐ End of year 1099—**Free**
- ☐ End of year profit/loss summary for taxes—**Free**
- ☐ Access to online portal, owners can send in funds, run special reports, see copies of paid bills, copies of lease agreements, etc.—**Free**
- ☐ Monthly rental distributions sent on the 11th of each month--**Free to Owners**
- ☐ Renters' legal liability program. Paid by new tenants and covering the property for tenant caused damages up to \$100,000—**Free to Owners**.
- ☐ Evictions are zero fees to owners for our staff time. The only fee to an owner is the actual legal costs. We charge nothing for our time to go to court on your behalf—**Free, legal costs only**
- ☐ Move out inspections with detailed make ready estimates and pictures--**Free to owner**
- ☐ Tenant Screening (verification of residency and employment, payroll verification and criminal history)

- ☐ Maintenance available 24-hours a day and call takers available 24 hours a day
- ☐ Maintenance services are available through our own maintenance company, Blue River Maintenance, on a time and material basis. You are not, however, required to use our maintenance services should you have your own maintenance
- ☐ Lawncare available, if needed.
- ☐ Bad Debt recovery services where our collectors aggressively pursue tenants that have left owing money via skip tracing, garnishments, etc. If this service is needed our debt collection department will reach out to each owner and discuss what options are available.
- ☐ We provide multiple forms of automatic communications to keep you informed about your property without having to be there. For example, weekly email notifications of vacancy rental showing activity, email notifications anytime a work order is created, email notification once a tenant has given notice to vacate, notices of pending rental applications, etc.--Free to owner.

Optional Services:

- ☐ Semi-annual detailed property inspections \$100 each. There are no fees for move in or move out inspections
- ☐ Spring & fall preventative maintenance: these will be emailed in the Spring and Fall on a variety of preventative services. All are optional
- ☐ Major Projects, Rehabs & Renovation Management. CJ Real Estate is willing to manage renovations and large make ready projects through our general contracting partners. We keep an "approved contractor list" available at all times to ensure we can handle any project that comes our way from vendors we have negotiated reduced pricing. Since this is outside our normal property management services, a negotiated project management fee is charged for these major jobs.
- ☐ Make Ready Turns and General Maintenance. When you manage as many properties as we do, you need to have a team of handymen that can travel the city every day and help our current residents with their maintenance needs. We've tried to do this many different ways and we've found that it is best to employ the handymen so we can control their schedules every day. The other reason why we have chosen to employ these guys is that it is very hard to schedule with vendors on such small jobs and maintain a high level of quality. Owners are not required to use our maintenance services.

Onboarding Task list

- ☐ Sign into the online portal and complete the management agreement documents
- ☐ Send over copies of any lease, application and other related documents regarding the tenant(s)--if occupied Let us know how to get copies of keys
- ☐ Landlord's insurance policy. Add our company as an additional insured.

- ☐ Work with our office to get utility reverts in your name for times when the property is vacant (These are accounts that will auto-revert back to your name when the unit becomes vacant, eliminating re-activation fees and gaps in service.)
- ☐ Provide Unit Details for Proper Marketing (i.e.) Bedrooms, baths, garage, appliances Updates to the property
- ☐ Provide information if known: Washer /dryer hookups, Paint colors, flooring types
- ☐ Home Warranty information if any
- ☐ If property has a Home's association, please provide Contact and By Laws, and rules
- ☐ Please provide any additional information that we need to know that is specific to your property

Office Locations

Kansas City Missouri Metro, St Louis Missouri Metro, Columbia Missouri

Sincerely,

James Jones, President/CEO