



CITYSEARCH  
RENTAL NETWORK INC.

PROPERTY MANAGEMENT

CALGARY • EDMONTON • AND SURROUNDING COMMUNITIES

RENT | MANAGE | INVEST



# WE'RE ON A *Mission*

Citysearch Rental Network is committed to providing unsurpassed property management services to individuals and investors through its proven processes and vast networks. Citysearch offers turn-key property management services in Calgary and Edmonton, and surrounding communities. Our business model allows us to service every property we manage as if it was our only one. Our team, comprised of experienced professionals with core competencies that work together, along with established partnerships with vetted third-party service providers, will care for your property and interests.

With a solid business structure, experience and professionalism, Citysearch has built and maintained a vast network of corporate clients and global mobility relocation providers. Through this network, we aim to provide Dream Results™ far beyond industry standards. We look forward to working with you as a trusted partner.

## DREAM RESULTS™

- Rigorous screening and tenant placement
- Full property management including move-in/out and interim inspections
- Repair and maintenance management
- Turnkey financial reporting including rent collection and monthly reporting





# WHAT WE DO FOR YOU

Your real estate investments should help you live hassle free and support your best life...  
Our property management team can make it happen so you can sleep at night



Best Experience  
**GUARANTEE**



Rent  
**FASTER**



Rent  
**FOR MORE**



Minimize Risk  
**EXPOSURE**

- ✓ Professional highly trained team to look after all the details
- ✓ Proven outstanding results over more than 5000 tenancies
- ✓ Have proven systems that work
- ✓ Available for showings seven days per week
- ✓ Many tenants wish to buy the property after 'experiencing' the home and neighborhood
- ✓ Corporate connections with more than 60 global mobility companies and corporate HR departments for maximum exposure of your property
- ✓ On call 24/7/365 tenant hotline

# GETTING STARTED

## 3 EASY STEPS

- 1** Sign the Agreement – This outlines the services and fees for our relationship
  - Complete the Owner Profile – This provides important details about you
  - Complete the Property Profile – This provides important details about your property

Depending on your situation, you may also need to complete the following additional schedules:

  - Non-resident Owner – Information required should you be a non-resident to Canada Revenue Agency for taxation
  - Furnished Property – information required if the property is furnished so that we can care for your inventory
  - Existing Tenant – Information required if your property is already tenanted
- 2** Provide Citysearch with access to the property
- 3** Let Citysearch do its magic!

## PROPERTY MANAGEMENT LIFECYCLE



# CITYSEARCH

*fact sheet*

- ✓ 98.7% AVERAGE OCCUPANCY RATE
- ✓ 85% OF RESIDENTS RENEW THEIR LEASE
- ✓ 0.01% AVERAGE RENT DELIQUENCY RATE
- ✓ EVICTIONS SINCE CITYSEARCH INCEPTION = NIL
- ✓ UNIQUE PROPRIETARY RENT ASSESSMENT ALGORITHM
- ✓ OVER 95% OF TENANTS ARE CORPORATE RELOCATION BASED
- ✓ STRONG CORPORATE AND GLOBAL RELOCATION NETWORKS
- ✓ OVER 5000 LEASES SIGNED
- ✓ OVER \$300 MILLION IN RENT COLLECTED
- ✓ MORE THAN A BILLION DOLLARS OF REAL ESTATE MANAGED
- ✓ AVERAGE LENGTH OF TENANCY – 30 MONTHS
- ✓ AVERAGE TIME TO LEASE A PROPERTY – 21 DAYS
- ✓ A+ RATING WITH THE BETTER BUSINESS BUREAU (BBB)
- ✓ EXCEPTIONAL GOOGLE REVIEWS – CLOSE TO FIVE STARS!
- ✓ HUNDREDS OF FIVE STAR GOOGLE REVIEWS
- ✓ CITYSEARCH GIVES BACK – CHECK OUR WEB SITE FOR LIST OF BENEFICIARIES
- ✓ CITYSEARCH RENT RANGE
  - ONE BEDROOM CONDOMINIUMS - \$1100 - \$3500 PER MONTH
  - TWO BEDROOM CONDOMINIUMS - \$1400 - \$10,000 PER MONTH
  - SINGLE FAMILY HOMES - \$1300 - \$47,900 PER MONTH

THIS IS WHY CITYSEARCH OWNERS ARE  
SLEEPING BETTER EVERY NIGHT!



## Bespoke Property Promotion

- Strategic, professional and targeted, our proprietary and technology savvy marketing campaign ensures vacancies are filled with the best qualified tenant
- The lion's share of Citysearch's tenants are sourced through our vast corporate relocation and global mobility networks
- Citysearch provides services to more than 60 global mobility companies and corporate HR departments

## Tenant Procurement Process

We find and screen the potential tenant, prepare the lease agreement and collect required move-in funds

- Marketing & Promotion – Exposure of your property to the right target audience
  - Citysearch provides a rental market analysis for the property. Citysearch utilizes its proprietary algorithms to estimate market rent.
  - Citysearch develops a strategic marketing plan for the property
  - Citysearch promotes the property via its vast network of corporations and global mobility relocation networks
- All prospective tenants will be accompanied by a Citysearch representative when viewing properties
- Citysearch conducts extensive screening to ensure you get the very best residents in your property

## Property Care Centre

### Maintenance & Tenant Retention

- Citysearch conducts inspections upon move-in and move-out that include documentation of the property's condition
- Citysearch has a 24/7/365 hotline for tenants to report maintenance and emergencies
  - Live agent for every call
  - Around the clock coverage
  - Access via the Citysearch main phone line
  - Average wait time is less than 14 seconds
  - Immediately issue work orders without any lapse time
  - Emergencies are dealt with promptly
- Citysearch issues and oversees all work orders, and tracks each to satisfactory completion
- Citysearch ensures all maintenance issues are addressed in a prompt, timely and professional manner using reasonable judgement and common sense
- Citysearch employs third party vetted vendors for maintaining a property covering key disciplines: electrical, plumbing, general maintenance handyman, cleaning, snow removal and pest control to name a few. Citysearch ensures value pricing, quality workmanship and good communication. We audit and pay invoices on your behalf





## Insurance, Inspections & Managing Risk

- Citysearch requires owners to consult their insurance agent to ensure appropriate coverage for the 'rented dwelling' property protecting owner's interests with 'landlord specific' property insurance
- Citysearch offers the option to include managed properties on its blanket commercial insurance policy
- Citysearch conducts vacant inspections prior to and in-between tenancies, if applicable
- Citysearch conducts handover inspection at the start to document the condition of the property, develop a preventative maintenance strategy, which may include furnace inspections, eaves cleaning, yard care specifics, winterization, security, drain auguring, and manage the preparation required for a tenancy
- The tenant is responsible for tenant's insurance for liability and their personal contents

## Rent Collection, Financial Reporting & Non-Resident Owners

- Citysearch collects rent so you get paid
  - Owner draw payments are disbursed via electronic funds transfer (EFT) to the owner's bank account
- The owner may access income statements at any time and from anywhere, via an Owner Portal
- The tenant's security deposit is held by Citysearch in trust
- Citysearch provides full non-resident administration

## SHOWINGS 7 DAYS A WEEK

*All prospective tenants will be accompanied by a Citysearch representative when viewing our rental properties. We advertise our properties on several mediums and to our vast corporate relocation networks.*



# NOTE *from Lisa*

Citysearch was started in 1998 with the simple goal of helping tenants find great properties, and helping owners get results. While a lot has changed in twenty years, our goal is still the same; to improve the lives of owners and tenants through property management solutions. That is what our team does every day and we are passionate about doing it. We prize long-term pairings of the ideal tenant to complement the appreciating value of your asset. We deliver Dream Results™ not once, but always. And, this is why many property owners and residents are sleeping better every night!

I sincerely appreciate your consideration in using our property management services. Thank you.

**Lisa Hamielec, P.Eng.**

Broker, Citysearch Rental Network Inc | [lisa@citysearchcalgary.com](mailto:lisa@citysearchcalgary.com)

# CULTURE



## LOVE

We are focused on serving our clients and our team, and giving back to causes we believe in. We strive for competency, transparency and professionalism. We love what we do and love helping clients make informed decisions.



## PROGRESS

We are focused on achieving client goals, team goals and personal goals. We maximize value and minimize liability for our clients.



## ON FIRE

We have a burning desire to deliver Dream Results™ for our clients and strongly believe the rest will follow.



## INNOVATION

We are committed to keeping abreast of changes in our industry and to raise the bar in the property management realm.



## DISTINCTION

We believe in having expert knowledge in our field and to continuously improve how and what we do.



## WOW

We wish to exceed our client's expectations and to deliver the unexpected, not once but always.



"I would like to thank you and your team for helping me with my recent relocation from Houston, TX to Calgary. I am very pleased with the condo I leased, and I give you significant credit for understanding my needs and finding a property to meet them. I would also like to express my appreciation for the continued support I have received after moving into my condo. I would not hesitate recommending Citysearch to my colleagues or anyone needing housing support associated with a relocation to Calgary."

**- Rich M. Kruger, Chairman, President & CEO, Imperial Oil Limited**

"I have been using Citysearch for many years for a couple of downtown rental properties and they have been exceptional to work with. I have not experienced any problems to date, they get back to us right away with any issues they encounter with our tenants & have always been professional to communicate with. Would recommend."

**- W. (Brett) Wilson, Long-Term Multiple Property Owner**

"Many thanks for your assistance with our temporary housing needs during our relocation from Seattle to Calgary. I was particularly impressed that through your network you were able to find us a suitable home in a timely manner that wasn't even on the rental market! Over the course of our 21-month rental, we found Citysearch to be responsive to our requests, quick to react to maintenance issues and always professional to deal with. Lisa, it was a pleasure doing business with you and your team and I would have no hesitation recommending Citysearch to anyone needing housing or relocating to Calgary."

**- Gregg Saretzky, President & CEO, Westjet (former)**

"We use Citysearch Rental Network for all our rental needs. Literally forget, sometimes, that we actually have any rentals. They take care of all our needs and those of our tenants."

**- Shirley Turnbull, Property Owner**

"At the economic downturn in Calgary, I was faced with the selling of my property at a significant loss. Lisa and her team have managed it since, minimizing my losses, and eventually leading to a stable and productive asset in my portfolio. I'd recommend contacting their team with any citywide questions, leasing or selling."

**- Tim Edward, Property Owner**

"I wanted to take a few minutes to express my appreciation to you, and the entire Citysearch team, for all your support during my recent stay in Calgary. As I am sure you know, corporate relocations can be very stressful and rarely go according to plan, but having your team go the extra mile to help get my partner and I settle into our extraordinary property downtown, and also supporting all of our needs throughout... our tenancy without a single issue, made this part of the process painless - I wish you had an office in Houston! I'd be happy to act as a reference in the future for Citysearch and will definitely be giving you a call when we return to Calgary after our next assignment overseas!"

**- Tyler Williams, Venture Principle, Shell Technology Ventures**

".. sincere thanks for the tremendous support that you offered us during our search for rental housing in Calgary. Although the situation was desperate (1 week after the 2013 flood), you continued to look for solutions for our housing needs. Your vast Calgary network made the ultimate difference in getting us into the lovely house we are renting."

**- Richard Pawulski, Director, Air Liquide**

"Donna and I have used Citysearch for years. We lease out a downtown Calgary condo and Citysearch has done an incredible job finding people to live in our condo. We highly recommend them."

**- Kelly Hruddy, Long-Term Property Owner**

## CITYSEARCH RAVING FANS

### Raving Fans



"Great firm. They seem to be THE authority in luxury rentals in Calgary. Responsive, knowledgeable on the market, friendly, and will to help any way they can."

**- Jack Hoyt, Concierge Auctions (Representing Luxury Properties Throughout the World)**

"Citysearch manages multiple properties for us and does a fantastic job. They offer great value and professional service with exceptional communications."

**- Rob Ohlson, Multiple Property Owner**

"Thank you very much for you and your team for the professional service and support during our five year stay in Canada. I have no hesitation in recommending Citysearch to my colleagues inside and outside of Shell for their housing needs in Calgary."

**- Johan van Dorp, Shell Canada**

"We had a good relationship with your management company (Citysearch) team members. Thanks again to your team for helping through some of the small issues over these past two plus years."

**- Bill Schoellhorn, Equinor Canada Ltd.**

"Great team at Citysearch delivering an awesome service. Well Done!"

**- Mark Rendle, Long-Term Property Owner**

# Q&A

## Q. CAN I USE YOUR SERVICE IF MY HOME IS LISTED FOR SALE?

A. Yes. Citysearch Rental Network Inc. respects the Law of Agency and will work in conjunction with your Realtor. If a tenant is found before a buyer is found, then you remove it from the sales market. If your Realtor finds a buyer before a tenant is secured, then you send us a copy of your contract and you can terminate without paying the full contract termination penalty.

## Q. DO I REQUIRE INSURANCE FOR MY PROPERTY?

A. Yes. The property owner is required to have insurance on the property. Specific coverage should be discussed with your insurance provider. We recommend having a minimum of \$2M (two million dollars) of liability coverage. In addition, we request the tenant to have a tenants' insurance policy for their contents and liability; although we request a copy of the policy prior to possession, it cannot be enforced or tracked by Citysearch should it be changed thereafter.

## Q. IS CITYSEARCH LICENSED TO TRADE IN REAL ESTATE?

A. Yes. Citysearch is a full-service brokerage that is licensed with the Real Estate Council of Alberta (RECA) to trade in real estate. Citysearch's core competency is in the property management realm and that is where we specialize. We work closely with numerous Realtors that specialize in the buying and selling process. We feel this arrangement works best for property owners.

## Q. DOES THE TENANT EVER WISH TO PURCHASE THE PROPERTY THEY ARE RENTING?

A. Yes, this is a trending movement with Citysearch tenants. Once a tenant has taken possession and have experienced living at the property, the tenant may wish to purchase the property. If the owner is interested in selling, this can be a Dream Result™.

## Q. CAN I HIRE CITYSEARCH TO JUST FIND A TENANT AND WE SELF-MANAGE THEREAFTER?

A. From Citysearch's years and years of experience, highly desirable corporate relocation tenants prefer to be in a professionally managed property for several reasons. One of the reasons is that if an owner is or becomes non-resident to Canada (for tax purposes), then the liability exposure and burden is on the tenant to withhold a portion of the rent and remit to the Canada Revenue Agency (CRA) every month and provide NR4 slips every year. Other reasons include the governance requirements with using a licensed property management company as outlined by RECA, and the other services typically offered by a professional property management company such as 24/7/365 on call for tenant matters, consolidated invoicing to corporations for rent, and so on. Citysearch does not encourage self-management and it is our opinion that 'Property Management Does Not Cost... It Pays!'



thank you gracias ありがとう  
obrigado благодарю вас grazie  
谢谢 merci beaucoup danke sehr



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