LANDLORD & PROPERTY MANAGER SERVICES

Multi-Unit & Multi-Location Property Services

WE SEE. WE REPORT. YOU DECIDE.

PROPERTY CARE MEMBERSHIP

Property Care provides scheduled preventive maintenance, recurring eyes on the property, tenant feedback when appropriate, condition reporting, and included service calls.

Annual pricing is **$199 for the first unit + $49 for each additional unit per enrolled location.**

FORMULA: $199 + $49 x (UNITS - 1)

Units	Annual	Calls/Yr
1	$199	1
2	$248	1
3	$297	2
4	$346	2
5	$395	3
6	$444	3
7	$493	4
8	$542	4

Examples stop at 8 units. Larger properties use the same formula.

FOUR SCHEDULED VISITS EACH YEAR

Each enrolled location receives **four scheduled Property Care visits per year**, approximately one per quarter. These visits are separate from the included service-call allowance.

PROPERTY CONDITION CHECK & REPORTING

Each visit can include a practical visual review of accessible areas and tenant feedback about ongoing maintenance concerns. Reports can document work completed, observed conditions, tenant-reported concerns, useful photographs, and recommended follow-up.

This is not a formal home, building, code, or safety inspection. The owner chooses whether DK Home Services, another vendor, or in-house maintenance performs any identified repair.

HVAC & WINDOW A/C MAINTENANCE

Standard central-HVAC filters are included for each enrolled unit. For window A/C units, the interior/removable filter is cleaned in every accessible unit during every quarterly visit. Each enrolled window unit also receives one annual accessible-coil cleaning, normal cleaning solutions/supplies, and a visual condition assessment.

8-unit window A/C example: all 8 accessible filters are cleaned each quarter. Annual coil service rotates 2 + 2 + 2 + 2, providing up to **32 routine filter cleanings + 8 annual coil cleanings/assessments.**

PROPERTY CARE MEMBERSHIP BENEFITS

Benefit	Included
Scheduled visits	4/year
Central HVAC filters	Included
Window A/C filters	Every quarterly visit
Window A/C coil service	1/unit/year
Condition check & report	Each visit
Included service calls	1 per 2 units/year
New member labor benefit	25% once
Multi-location savings	Starts at 2 locations

OPTIONAL ANNUAL CENTRAL HVAC ADD-ON

Includes one in-line flush, normal cleaning solutions/supplies, and a basic visual check.

This add-on is scheduled as a **separate annual maintenance visit or dedicated property maintenance day** when appropriate so it does not overload the quarterly Property Care schedule.

Example	Annual Add-On
8 systems	

Excludes repairs, severe/inaccessible drain blockages, parts, refrigerant work, electrical diagnosis, specialized HVAC repair, and work requiring a licensed HVAC contractor.

STANDARD TWO-LOCATION EXAMPLE

Location 1: 4 duplexes = 8 units. **Location 2:** 3 duplexes = 6 units. Total: **14 units across 2 locations.**

Step	Amount
Location 1	$542
Location 2	$444
Base	$986
5% location discount	-$49.30
Annual total	$936.70

$936.70 / 14 = **$66.91 per unit/year**, or about **$5.58 per unit/month.** The portfolio receives **8 scheduled visits/year and 7 included service calls/year.**

MULTI-LOCATION DISCOUNTS

Locations	Discount
2-3	5%
4-5	10%
6-7	15%
8-9	20%
10+	25% max

PEST CONTROL

For the examples in this guide, Pest Control uses **quarterly service - four scheduled treatments per year.** Pest Control is separate from Property Care. Multi-unit discounts are determined for each **individual building**; units from separate buildings are not combined to reach a higher tier.

MULTI-UNIT DISCOUNT - PER BUILDING

Units in One Building	Discount Per Unit
1	Regular rate
2-3	$10 off
4-5	$15 off
6+	$20 off

Four duplexes at one location are four separate 2-unit buildings for discount purposes.

MULTI-LOCATION DISCOUNT

Locations	Discount
2-3	5%
4-5	10%
6-7	15%
8-9	20%
10+	25% max

STANDARD TWO-LOCATION PEST CONTROL EXAMPLE

Location 1: 4 duplexes x 2 units = 8 units. Location 2: 3 duplexes x 2 units = 6 units. Every duplex independently falls in the 2-3 unit tier: **$10 off per unit.**

Calculation	Quarterly	Annual
Location 1	$80	$320
Location 2	$60	$240
Combined savings	$140	$560

After per-building multi-unit pricing, the account also qualifies for the **5% two-location discount.** The exact final annual price depends on the selected quarterly treatment rate.

$560 IN ANNUAL MULTI-UNIT SAVINGS
before the additional qualifying location discount.

WHY THE DISCOUNTS ARE STRUCTURED THIS WAY

The building-based unit discount recognizes the efficiency of treating multiple units within the same physical structure, while the separate location discount rewards owners who place multiple properties under service. This prevents unrelated buildings from being combined simply to reach a higher unit tier.

HANDYMAN SERVICES

Handyman enrollment discounts are based on the **total number of residential units enrolled on the account.** Unlike Pest Control, units do not have to be within the same building. The account must maintain the qualifying enrollment level to retain its rate.

Total Units	First Hour	Additional Labor
1-3	$75	$50/hr
4-6	$70	$47.50/hr
7-9	$65	$45/hr
10-12	$60	$42.50/hr
13+	$55	$40/hr

STANDARD TWO-LOCATION EXAMPLE - 14 UNITS

8 units at Location 1 + 6 units at Location 2 = **14 enrolled units.** The account qualifies for the **13+ tier: $55 service call/first hour + $40/hour additional labor.**

Job	Standard	14-Unit Rate	Savings
3 hours	$175	$135	$40
5 hours	$275	$215	$60

3-hour job: $75 + (2 x $50) = $175 standard; $55 + (2 x $40) = $135 enrolled. Savings: $40, approximately 22.9%.

5-hour job: $75 + (4 x $50) = $275 standard; $55 + (4 x $40) = $215 enrolled. Savings: $60, approximately 21.8%.

PROPERTY CARE MEMBER BENEFITS

Property Care separately includes **one service call per year for every two enrolled units, rounded up.** The standard portfolio provides 4 included calls for the 8-unit location and 3 for the 6-unit location, for **7 included service calls per year.**

New qualifying Property Care customers also receive a **one-time 25% labor discount** on one qualifying handyman or repair service.

Qualifying Labor	25% Benefit	Discounted Labor
$400	$100	$300

Materials, parts, supplies, permits, and other non-labor costs remain separate. Normal weekend/emergency service carries a $25 surcharge.

REPAIR WORK REMAINS SEPARATE

Property Care visits can identify and document needed work, but they do not automatically authorize or require repair work. Handyman repairs should generally be scheduled separately so preventive-maintenance visits remain predictable and do not become overloaded.

HANDYMAN SERVICES CAN SUPPORT TENANT-REPORTED CONCERNS, TURNOVER WORK, ROUTINE REPAIRS, AND OTHER QUALIFYING RESIDENTIAL MAINTENANCE NEEDS.

FREQUENTLY ASKED QUESTIONS

Important Questions Before Enrolling

Do I have to enroll every property or every unit I own?

No. Enroll the locations that make sense for your portfolio. Pricing and benefits are based on the units and locations actually enrolled, with qualifying multi-location discounts beginning at two locations.

What happens during the four Property Care visits?

Each enrolled location receives approximately one visit per quarter. Visits focus on included preventive-maintenance items, accessible HVAC/window A/C tasks, practical visual observations, tenant feedback when appropriate, and documentation of concerns needing follow-up.

Will I receive a report after each visit?

Yes. Reports can document work completed, visible conditions, tenant-reported concerns, useful photographs, and recommended follow-up. The report provides another set of eyes on the property; it is not a formal home, building, code, or safety inspection.

What if you find something that needs repair?

Finding a problem does not authorize a repair. You decide whether DK Home Services, your maintenance staff, or another contractor handles it. Repairs are generally scheduled separately so quarterly visits remain predictable.

How many service calls are included?

Property Care includes one service call per year for every two enrolled units, rounded up. An 8-unit location receives 4 included calls; a 6-unit location receives 3.

Are HVAC filters included?

Standard central-HVAC filters are included. Accessible window A/C interior/removable filters are cleaned each quarterly visit, and each enrolled window unit receives one annual accessible-coil cleaning and condition assessment.

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condensate drain-li s, and a
basic visual check. Repairs,
refrigerant work, se
diagnosis, and specialized HVAC work are excluded.

How are Pest Control discounts calculated?

Multi-unit Pest Control discounts are calculated per building, not by combining every unit in the portfolio. A duplex qualifies in the 2-3 unit building tier even when several duplexes share a location. A separate multi-location discount may also apply.

How are Handyman discounts different?

Handyman pricing uses the total residential units enrolled on the account. Higher enrollment reduces both the service-call/first-hour charge and the additional hourly rate, reaching $40 per additional hour at 13+ enrolled units.

Can I use Property Care, Pest Control, and Handyman Services together?

Yes. They remain separate programs but complement one another. Property Care can identify developing needs, Pest Control follows its treatment schedule, and Handyman Services can complete approved repairs without turning preventive-maintenance visits into unpredictable repair days.

Do tenants have to be present?

Not necessarily, but interior access must be arranged. Work can only be completed in accessible units and areas. The landlord or property manager remains responsible for coordinating lawful notice and access with tenants.

What if my portfolio is larger than the examples?

The examples stop at 8 units for readability, but the stated formulas and discount tiers continue to apply. Larger or more complex portfolios can be reviewed before enrollment so scheduling remains practical and service quality is protected.