

Dear Owner(s),

We've recently enhanced our maintenance service to our owners and want to share the good news!

For years one of our (and your) biggest headaches has been a/c repairs. This past summer was one of the worst! No one is happy when the a/c breaks down. The tenants are upset, the owner has an unexpected expense, management is scrambling to get vendors out as soon as possible to a hot house and still keep prices low for the owners.

Sometimes the units break down simply due to age. We also know that some simple maintenance can really help keep an air conditioner running efficiently and significantly extend the life of an a/c unit.

We always include in our leases a provision that tenants are responsible for the replacement of the a/c filters. The reality is that it very hard to enforce. We always check filters on our preventative maintenance inspections. When we find a dirty filter, we show it to the tenant and explain why it is so important to change the filters regularly.

We address the filters in the lease, we send out reminders to change the filters, and we inspect the filters, but it still doesn't seem to work. I believe a/c filters are one of those "out of sight, out of mind" type items and as much as most of tenants really want to be good tenants, they forget.

We found a solution!

Starting with each lease renewal or new tenant, we can directly mail each tenant all the appropriate a/c filters for their rental unit. The filter delivery will include instructions on how to change, the filter(s) as well as an expiration date(s) printed on the filters to put us in a position to hold them accountable upon inspections! ☺The filters will be shipped out every month directly to the tenants. We've removed the "forgetting" and the hassle of buying filters.

The best part is there will be no cost to our owners!

With each new lease, we will add \$ 20 to the total monthly rent amount. This rent payment will cover all of our costs in purchasing and delivering the a/c filter(s) directly to each tenant, as well as any follow up, inspections and instructions to the tenants. This will be an added service for the tenants and we think they will love having filters shipped right to their front door and of course it's an added peace of mind for our owners! We are excited about this program protecting your assets by lengthening the life of your HVAC system.

Sincerely,

T2M Real Estate

## **PROTECT YOUR INTEREST/INCREASE LIFE OF HVAC SYSTEM**

- We auto-ship filters to your tenants the day it's supposed to be changed so tenants never forget to change the filters! = In hand reminders!



- Directions how to change inside
- Expiration Date on Filters

**INCREASED ACCOUNTABILITY AND MANAGEABILITY!**

**NO COST TO YOU!**

Tenants receive filters every month and get the number of filters according to how many units are in their home. It is \$20/mo regardless of having 1, 2, 3, 4+ filters.

HVAC repairs= \$550+

HVAC replacement= \$5,500+

**OUR AUTO SHIP SERVICE!= FREE TO OWNER**

**VALUE TO TENANT**

**TENANT-**

For 1 Filter Home

Average cost /Lower quality Filter = \$8.99+ tax

\$8.99+tax

X 1 filters

\$ 10

Average utility bill for 1 months = \$150

Average savings from changing them on schedule= 10-15%

\$150

X .10

\$15

\$10 Cost of Filter/mo

+ \$15 Cost Savings of Utility/mo

**\$25 /mo Cost Not Having Service vs \$20/mo w Ship Prgm**

**PROFIT= CONVEINENCE/CLEANER AIR**

**TENANT WINS!**

**OVERALL GOAL IS TO ENHANCE THE EXPERIENCE OF THE TENANT WHILE PROTECTING YOUR INTEREST! 😊**