

THE RENEWAL PROCESS

At Vivaldi Property Management (VPM NYC INC), we ensure a tenant renewal process that is simple, hassle-free, and streamlined to cater to *your* needs as a property owner or representative (we serve many top brokers catering to international customers becoming an instrumental part of their services).

Here is how it works:

We will contact your tenant seventy days prior to the expected termination of their lease to discuss renewal options. Should the tenant decide to renew, there are three possibilities:

- 1) If the tenant had already agreed to a renewal price in the contract, s/he may go ahead and renew at that price.
- 2) If the tenant does not have a renewal price specified in the contract but wants to renew, we will relay their wishes to you and make a recommendation to you based on the current state of the market. For example, in Manhattan we currently encourage landlords to be negotiable because demand for property leases there has diminished significantly due to people leaving urban areas during the pandemic, however in certain areas of Brooklyn we instead suggest our clients increase the price about 3% if the tenant has been paying on time and has taken good care of the apartment.
- 3) If the tenant does not have a renewal price specified in the contract and s/he has been problematic during the term of the lease, we instruct the tenant, with two months' notice, that the apartment needs to be vacated as per the terms of the lease.

If we reach an agreement for renewal, we'll assist you and your tenant in signing the renewal via our easy-to-use online platform.

If your tenant decides to terminate the lease, or you decide not to offer a renewal, we'll conduct an inspection of the property before the tenant moves out and document any damage more significant than what a judge in New York would consider 'normal wear and tear' (*). If we do find damage, we'll get a bid for the repair and if the tenant agrees to the price we will have our contractor do the repair and deduct the cost from the tenant's security deposit. The tenant also has the option to present a better bid should they desire, in which case the contractor will also be paid with funds from the tenant's security deposit.

Before the end of each lease, we organize the work needed to obtain the target rent, this means getting estimates, presenting you the options, make appointments and grant access to a vetted contractor, review their certificate of insurance (COI), review the completed job and pay for it.

Once the apartment is ready for showings, we'll quickly get your property on the market and arrange visits with prospective tenants. We will thoroughly screen all prospective tenants for you, so you can rest assured your property will quickly be back in good hands. We'll handle all the logistics of the process for you – we'll coordinate with you or your lawyer about the new

lease, and ultimately prepare and present the rental application to the condo board. This process enables you to be sure you're getting the full value out of your property without any of the stress other property owners face in during transition periods. We do the busywork needed to minimize costs and vacancy time between tenants.

A Manager is responsible for onboarding the new tenant into our online platform; this allows easy online rent payments and streamlines communications with the tenant during the lease period.

Our job is to select a good tenant who will be paying top rent in the shortest time possible, and at the lowest possible cost for you. These four elements of our renewal process minimize hassle for you while maximizing your returns. For example, a 'cheap' paint job may turn off potential applicants and prolong the period in which the apartment sits empty on the market while you're still paying condo charges and real estate taxes with interest and installments still taking money from your pocket. We're here to make sure that cheap paint job gets taken care of hastily so you have a new tenant occupying your property as soon as possible. On the other hand, a tenant chosen too hastily may turn out to be an irresponsible payer, in which case you'll have to spend money hiring a lawyer to evict the tenant. We make sure that doesn't happen either with our highly thorough tenant screening process, so you never have to worry about getting a bad tenant. If you were to set too high a rent based on a bad market recommendation, you may sustain serious opportunity and carrying costs, meaning you'd end up with less net income than you would have had you set a more reasonable price for the market. With our consultation, this is a situation you can be confident to avoid.

Renewal is a delicate moment of transition for property owners, and we hope that this brief analysis of the process will help you understand how our careful procedure is central to your investment return, ensuring the highest profits with the least stress.