



Property Protection Programs

Legal Action – Property Protection Program

Physical damage to your rental property caused by a negligent or destructive tenant continues to be a top concern for clients of TRM. As a property management company who not only listens to our clients, but also aggressively searches for ways to provide solutions, we offer a unique program to protect your home from tenant damage that you won't find with any other property management company.

Although we strive to do everything possible to insure the safety of your home, a tenant can become destructive at any time, and especially when involved with other associated hardship and less-than-fortunate life circumstances. Physical property damage is often discovered at the end of tenancy and can frequently accompany other difficult and unexpected financial struggles, such as in the case of a tenant who has defaulted on their rent and is being forcibly evicted. We understand, nothing adds more salt to your wounds than to discover that your home has incurred thousands of dollars of physical damage at the hands of a destructive tenant. Typical homeowner's insurance is often insufficient due to high deductibles and exclusions for damage that is non-accidental. That's where the Property Protection comes in to help.

By enrolling your rental home in TRM's Property Protection Program for the monthly cost of \$30 per unit, your home is covered for up to \$2,500 for the direct cost of property damage caused by your renter. Please recognize, however, that while our Property Damage protection plan is generous, we must also be reasonable; therefore, your property will be covered for any damages deemed to be of tenant responsibility, but not for such items determined to be of normal wear and tear and/or Owner responsibility.

In addition to adhering to generally accepted industry guidelines for determining what is damage and what is wear and tear, we must also fairly assess how much coverage applies when it comes to the useful service life of a product or feature of the home. For example, damage to a 10-year-old carpet may only receive minimal coverage due to its depreciated value and for being beyond its generally accepted service lifespan. But new carpet, or one that is only one or two years old may be covered at 95-100%. We expect to provide our clients with a generous degree of coverage that you won't find anywhere else, while still remaining reasonable and fair. Enrollment in the Property Protection Program is permitted only within the first 30 days of leases initiated and executed by TRM. For more information or to request enrollment in our Property Protection Program, contact TRM today.

Any recovery by Owner of attorney fees, unpaid rent, damages or other charges or expenses shall be paid to TRM. The foregoing Property Protection Program shall only be valid while a management agreement is in effect and while the property is being actively marketed for release by TRM. Owner represents and agrees (a) that this clause contains the complete and entire agreement of the parties regarding the Property Protection Program being provided by



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TRM, (b) that Owner shall fully cooperate in the institution, prosecution and collection of any such litigation, (c) that this Property Protection Program plan is not an indemnity or insurance contract of any kind, (d) that Owner waives any claim against TRM in regard to this program, and (e) that Owner fully and clearly understands the terms and legal effect of this provision.