

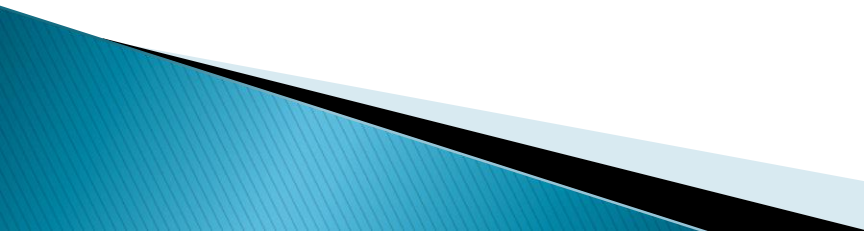
Handyman

Maintaining your investment

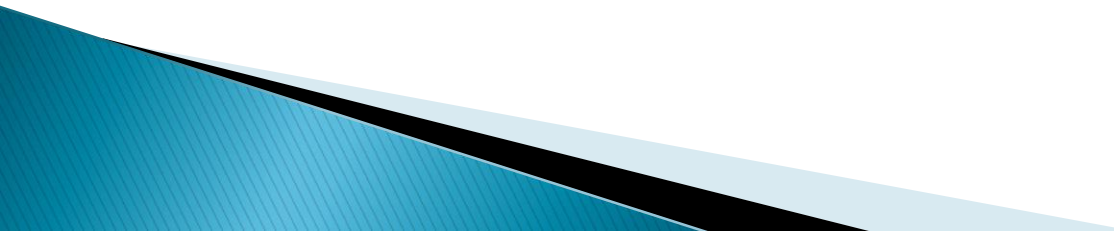
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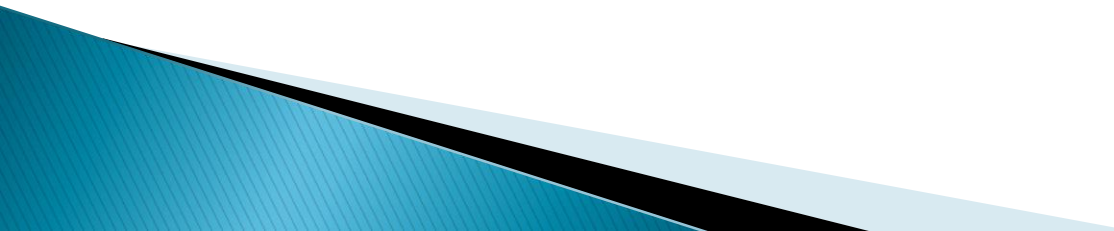
Service based handyman

- ▶ A handyman is a person able to do wide variety of property repairs, minor renovations and maintenance work.
 - ▶ Great at tackling a list of smaller tasks
 - ▶ Most handyman are excellent at troubleshooting and are skillful problem solvers.
 - ▶ Licensed, bonded and insured
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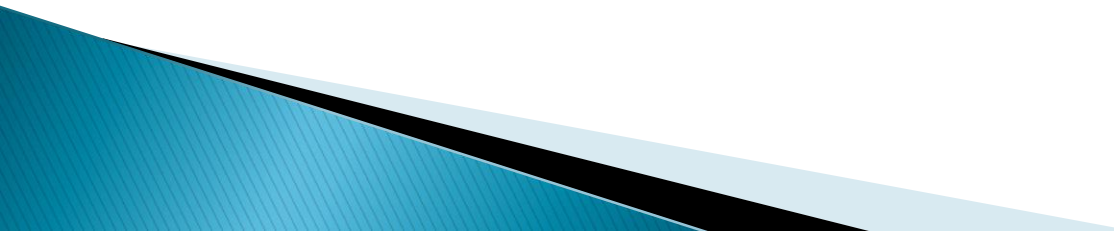
Traits of a good handyman

- ▶ Can estimate time and materials easily
 - ▶ Delivers high value to homeowners
 - ▶ Is reliable
 - ▶ Pays attention to details; asks questions
 - ▶ Knows their specialties
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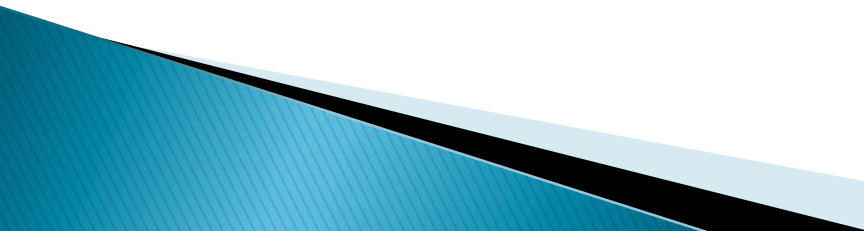
Contractor vs Handyman

- ▶ Contractors prefer larger, multi-day renovations
 - ▶ Aren't normally service based
 - ▶ Don't normally want to deal with tenants
 - ▶ Larger scopes of work mean bringing in sub-contractors
 - ▶ Priced very differently
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Red Flags: A guy with a truck

- ▶ Is vague with answers or is reluctant to explain his processes
 - ▶ Needs money up front to purchase tools
 - ▶ No client references
 - ▶ Few/wrong tools
 - ▶ Is impatient
 - ▶ Cost is too high/too low
 - ▶ Says they can do everything
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Locating a quality handyman

- ▶ **Ask your network.**
Word of mouth referrals are always best.
 - ▶ **Reputable places on the internet**
Trustworthy reviews sites that allow you to post the job are best
 - ▶ **Regular advertising channels**
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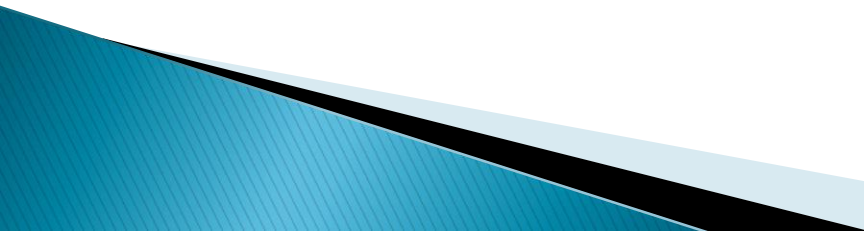
Get the data

- ▶ What's their hourly service rate?
- ▶ Do they have a daily rate?
- ▶ How does their warranty work?
- ▶ How far ahead are they booking?

Contact their references/reviewers

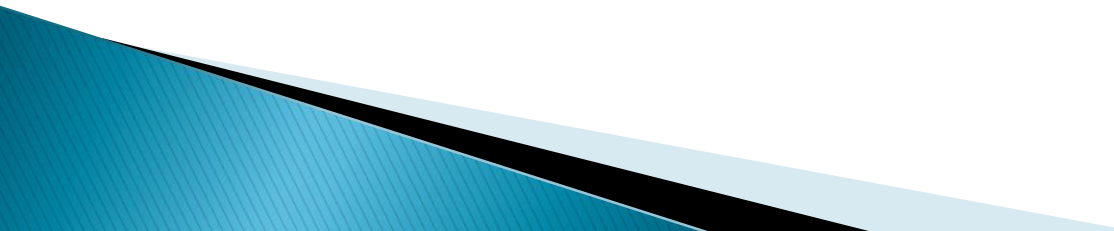


Be Respectful of their time


- ▶ Have the list of tasks ready
 - ▶ Ask for a rough estimate on the phone. Don't expect them to go to site twice for a small job.
 - ▶ Prepare tenant contact info and rough scheduling.
 - ▶ If self-purchasing, have materials ready to go.
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On Site Jurisdiction

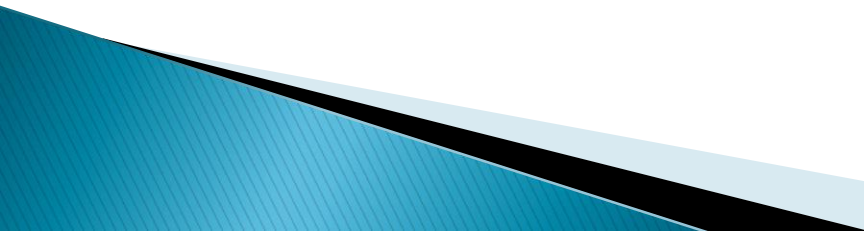
Be clear with your expectations and processes

- ▶ Do you expect them to be your eyes and ears for tenant infractions? Smoking? Cleanliness? Drugs?
 - ▶ If they see other damage, do they inform you. Do they fix it right away? Do they make up a report for you?
 - ▶ Email the best way to record.
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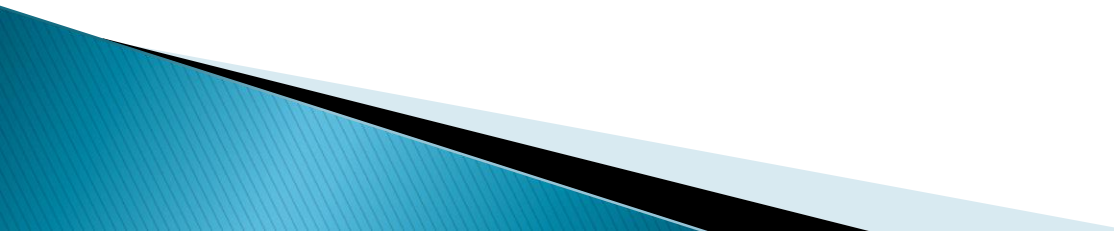
Common Property Repairs

- ▶ Plumbing: Don't wait on leaks!
 - ▶ Holes in drywall
 - ▶ Clogged toilets
 - ▶ Doors and locks
 - ▶ Appliances
 - ▶ Cleaning
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Checking the work

- ▶ Confirm with the tenant the work was completed and get feedback on the level of service
 - ▶ Ask for photos or a written report. Documentation is your friend.
 - ▶ If using a handyman regularly, avoid service drop-off by checking in with your tenants every 3–5 jobs.
 - ▶ **Don't wait on warranty issues!**
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Permits: When and Why

- ▶ Permits act as insurance as work is verified and recorded by the municipality
 - ▶ Required for any major structural or system change.
 - ▶ Required for any work to gaslines.
 - ▶ Makes selling easier
 - ▶ Improves safety of the property
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Maintaining the relationship

A good handyman will keep you repair costs low and your tenant trust high. Build a good relationship.

- ▶ Pay quickly
- ▶ Refer them; be a good reference
- ▶ Small gestures go a long way
- ▶ Share your vision with them

A good handyman will naturally become a good contactor, but they won't forget their great clients.

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