ZOVA

PROPERTY CARE PLAN

PREVENTATIVE · RECURRING · OWNER-ALIGNED

SAMPLE

PROPERTY	PREPARED FOR	PREPARED BY	DATE
		Zova Properties	

AT A GLANCE

The short version.

Zova Properties ("ZP") has prepared this Property Care Plan for _____ at _____. Whether it is a single-family or multifamily property, every property receives the same care standard, scaled to what is actually on site. The plan protects the asset through two coordinated programs: a **Preventative Maintenance Program** that addresses major property systems before they fail, and a **Recurring Maintenance Program** that keeps the property clean, safe and presentable year-round.

UNITS UNDER CARE	ROOF & GUTTER CLEANING	EXTERIOR PRESSURE WASHING
12 yrs MAX WATER HEATER SERVICE LIFE	24/7 EMERGENCY MAINTENANCE LINE	$1,000 PER-OCCURRENCE AUTHORIZATION

OUR CARE STRATEGY

01
Prevent
Replace and service major systems on a schedule, not after a failure or a flooded unit.

02
Maintain
Keep grounds, walkways and any shared areas clean, safe and consistent for residents.

03
Document
Every visit recorded with time-stamped photos and reported to ownership monthly.

WHAT OWNERSHIP RECEIVES

- A water heater inventory for every unit, with age, condition and a replacement schedule
- Leak monitoring alarms at each water heater, so a leak is caught before it becomes a flood
- A 12-month care calendar covering every preventative and recurring service
- Digital service reports with time-stamped before-and-after photographs for each visit
- A maintenance summary in the monthly owner package and real-time owner portal visibility
- Vendor and contractor oversight, with invoices passed through at cost, no markup
- Baseline electrical panel and plumbing assessments, with prioritized findings
- A make-ready turn board for every vacancy, with a 3–5 day standard turn, depending on scope
- Quarterly on-site exterior inspections to verify vendor work and identify new items

Planned maintenance costs less than emergency repair. This plan turns unpredictable failures into scheduled, budgeted work that protects NOI and resident satisfaction.

YOUR PROPERTY

One standard, fitted to your property.

A single-family property and a 60-unit property need different things. This page records what is on site, so the plan covers exactly what your property has.

PROPERTY PROFILE

Property type	☐ Single-family ☐ Duplex / triplex / fourplex ☐ Multifamily property
Number of units	_____
Year built	_____
Water heaters on site	_____ ☐ Tank ☐ Tankless ☐ Central boiler
Electrical panels	_____ Location(s): _____
Heating type	☐ Forced air ☐ Baseboard ☐ Heat pump ☐ Other _____
Shared or common areas	☐ None ☐ Hallways / stairwells ☐ Laundry room ☐ Parking ☐ Other _____
Landscaping (owner-paid)	☐ Monthly ☐ Quarterly

SERVICES BY PROPERTY TYPE

Choose what your property needs.

SERVICE	SINGLE-FAMILY	MULTIFAMILY	THIS PROPERTY
SYSTEMS & PREVENTATIVE			
Water heater service & replacement	Available	Available	☐ Yes ☐ No
Water heater leak monitoring alarms	Available	Available	☐ Yes ☐ No
Dryer vent & exhaust duct cleaning	Available	Available	☐ Yes ☐ No
Roof & gutter cleaning	Available	Available	☐ Yes ☐ No Freq: _____
Electrical & plumbing assessments	Available	Available	☐ Yes ☐ No
Sewer line camera scope	Available	Available	☐ Yes ☐ No
Heating service (furnace, heat pump, boiler)	Available	Available	☐ Yes ☐ No
Pest control (quarterly or as needed)	Available	Available	☐ Yes ☐ No
Smoke & CO detector checks (every turnover)	Available	Available	☐ Yes ☐ No
Exterior pressure washing	Available	Available	☐ Yes ☐ No Freq: _____
Tree & large shrub trimming (owner cost)	Available	Available	☐ Yes ☐ No
GROUNDS & SHARED AREAS			
Landscaping (owner-paid)	Available	Available	☐ Monthly ☐ Quarterly
Common area cleaning (weekly)	Not applicable	Available	☐ Yes ☐ No
Winter walkway safety	Per lease	Available	☐ Yes ☐ No
Parking lot sweeping, lighting & restriping	Not applicable	Available	☐ Yes ☐ No
Trash enclosure & bulk item removal	Not applicable	Available	☐ Yes ☐ No
Access & entry systems (gates, intercoms, fobs)	Not applicable	Available	☐ Yes ☐ No

SERVICES BY PROPERTY TYPE · CONTINUED

SERVICE	SINGLE-FAMILY	MULTIFAMILY	THIS PROPERTY
LIFE SAFETY · MULTIFAMILY			
Fire alarm inspection & testing (annual)	Not applicable	Available	☐ Yes ☐ No
Fire sprinkler inspection (quarterly & annual)	Not applicable	Available	☐ Yes ☐ No
Fire extinguisher service (annual)	As applicable	Available	☐ Yes ☐ No
Emergency lighting & exit sign testing	Not applicable	Available	☐ Yes ☐ No
Elevator inspection & maintenance	Not applicable	Available	☐ Yes ☐ No
Fire protection reporting to fire department	Not applicable	Available	☐ Yes ☐ No
COMPLIANCE & SINGLE-FAMILY ITEMS			
RRIO & city rental inspections (Seattle)	Available	Available	☐ Yes ☐ No
Crawl space & moisture checks	Available	As applicable	☐ Yes ☐ No
Sump pump testing	As applicable	As applicable	☐ Yes ☐ No
Septic pumping	As applicable	As applicable	☐ Yes ☐ No
Chimney & fireplace inspection	As applicable	As applicable	☐ Yes ☐ No
OVERSIGHT & TURNS			
Move-in inspection (time-stamped photos)	Included	Included	Included
Pre-renewal inspection (90–120 days before expiration)	Included	Included	Included
Move-out inspection (time-stamped photos)	Included	Included	Included
Quarterly on-site exterior inspection	Included	Included	Included
3–5 day unit turns	Included	Included	Included

BILLED SEPARATELY

Services in this table are billed to the owner separately from the management fee, at cost with no markup. Quarterly on-site exterior inspections (grounds, roof line, gutters, siding, walkways, parking and any shared areas, with time-stamped photos) and 3–5 day unit turn coordination are included in the management fee. Interiors are inspected at move-in, move-out, every turn and before lease renewal; turn repairs and materials are billed at cost. "Per lease" means the lease assigns the item to the resident.

PREVENTATIVE MAINTENANCE PROGRAM

Ahead of every failure.

Scheduled work on the systems most likely to cause water damage, fire risk or premature wear. Each item is documented, reported and planned against the owner's budget.

01

Water Heater Replacement Schedule

INVENTORY AT TAKEOVER · ANNUAL SERVICE · STAGGERED REPLACEMENT

Tank water heaters typically last 8–12 years, and a failed tank is one of the most common causes of water damage in rental properties. ZP will record the age, capacity and condition of every heater on the property, then replace them on a staggered schedule so costs are spread across budget years rather than arriving as emergencies.

PRIORITY	CRITERIA	ACTION	TIMING
Immediate	Active leak, corrosion at fittings, failed relief valve, or missing seismic strapping	Replace or correct	Within 30 days
Tier 1	12 years or older	Planned replacement	Year 1, staggered
Tier 2	9–11 years old	Planned replacement	Year 2
Tier 3	Under 9 years old	Annual service; replace at end of service life	Ongoing

- Annual service: tank flush, relief-valve test, strapping and drain-pan check, anode inspection on older units
- Replacements installed by licensed plumbers, with permits obtained as required by the local jurisdiction
- Each replacement quoted and submitted for Owner approval before work begins
- Leak monitoring alarm installed at each water heater, alerting Zova as soon as water is detected

02

Duct Cleaning

DRYER VENTS ANNUALLY · EXHAUST DUCTS EVERY 3 YRS

- Clean dryer vents and exterior terminations to reduce fire risk
- Clean bath and kitchen exhaust ducts and fans
- Confirm airflow and dampers; note any duct damage

03

Roof & Gutter Cleaning

FREQUENCY:

- Clear roof debris, gutters and downspouts
- Treat moss and inspect flashing, vents and roofing
- Photo report with any repair items flagged

04

Exterior Pressure Washing

FREQUENCY:

- Walkways, stairs, entries, siding, driveways and trash areas
- Removes moss and algae that create slip hazards
- Wash water managed to keep it out of storm drains

SYSTEMS ASSESSMENT

Know what's behind the walls.

Electrical and plumbing systems are largely hidden, and their failures are among the most costly and disruptive a property can face. ZP will complete baseline assessments within the first 60 days and repeat them on a set schedule, giving ownership a clear picture of condition, risk and future capital needs.

05

Electrical Panel Assessment

BASELINE WITHIN 60 DAYS · ANNUAL VISUAL · ELECTRICIAN EVERY 3 YRS

- Inventory of main, house and unit panels: make, age, amperage and location
- Flags panels with known safety concerns, such as Federal Pacific Stab-Lok and Zinsco
- Infrared thermal scan to find overheating breakers and connections
- Checks for scorching, corrosion, double-tapped breakers and missing covers or blanks
- Verifies breaker labeling and clear working space in front of each panel
- Confirms GFCI protection at kitchens, baths, laundry and exterior outlets
- Performed by a Washington-licensed electrical contractor

06

Plumbing Assessment

BASELINE WITHIN 60 DAYS · ANNUAL EACH FALL

- Identifies supply and drain pipe materials (copper, galvanized, PEX, cast iron) and age
- Locates, tests and labels the main shutoff and each unit's shutoff valves
- Checks fixtures, toilets, under-sink areas and crawl spaces for active leaks
- Measures water pressure and checks the pressure-reducing valve
- Camera scope of the side sewer to find roots, offsets or low spots
- Freeze protection for exposed pipes and hose bibs before winter
- Backflow testing as required by the water purveyor

HOW FINDINGS ARE PRIORITIZED

PRIORITY	EXAMPLES	ACTION	TIMING
Life safety	Scorched or overheating panel, active leak, sewage backup	Corrected immediately under emergency authority	Same day
Priority	High-risk panel, failed shutoff valve, corroded supply lines	Quoted and submitted for Owner approval	Within 30 days
Planned	Aging galvanized pipe, sewer line wear, panel near end of life	Added to the capital plan and budget	1–5 years
Monitor	Minor wear; systems in good condition	Re-checked at the next assessment	Annual

WHAT OWNERSHIP RECEIVES

A written assessment report with photographs, a panel and shutoff-valve map of the property, prioritized repair quotes, and a multi-year capital forecast for electrical and plumbing systems.

LIFE SAFETY & COMPLIANCE · MULTIFAMILY

Required, tested, on record.

Multifamily properties carry fire and life-safety obligations that single-family rentals usually do not. Zova schedules each one, uses licensed contractors, and keeps every report on file for ownership and the fire department.

FIRE ALARM SYSTEMS

ANNUAL INSPECTION & TESTING

- Panel, detectors, pull stations and notification devices tested
- Performed by a licensed fire protection company
- Deficiencies quoted and corrected

FIRE SPRINKLERS

QUARTERLY & ANNUAL INSPECTIONS

- Valves, gauges, alarms and heads inspected
- Annual full inspection and test
- Freeze protection checked before winter

EXTINGUISHERS, EXIT SIGNS & EMERGENCY LIGHTING

ROUTINE CHECKS · ANNUAL SERVICE

- Extinguishers inspected and tagged annually
- Exit signs and emergency lights function-tested
- Annual full-duration emergency lighting test

ELEVATORS

ANNUAL INSPECTION · ONGOING MAINTENANCE

- Annual inspection by Washington L&I, or the City of Seattle within city limits
- Maintenance contract with a licensed elevator company
- Certificate of operation kept current

FIRE DEPARTMENT REPORTING

Test results submitted to the local fire department where required; Seattle, for example, requires annual reporting of fire protection system testing.

RRIO & CITY RENTAL INSPECTIONS

Rental registration and inspections tracked and scheduled for Seattle properties, for single-family and multifamily alike.

RECURRING MAINTENANCE PROGRAM

Cared for, all year.

The day-to-day services residents notice first. Consistent grounds care, clean shared areas and safe winter walkways support renewals, reduce complaints and limit liability.

01

Landscaping

MONTHLY OR QUARTERLY · OWNER-PAID

- Mowing, edging and string trimming
- Shrub and hedge pruning; clear sightlines at walkways and entries
- Bed weeding and seasonal bark refresh
- Fall leaf removal from lawns, walkways and drains
- Irrigation start-up, checks and winterization, if applicable

02

Common Area Cleaning

WEEKLY · MULTI-UNIT PROPERTIES

- Sweep and mop hallways, stairwells and entries
- Clean laundry room, mailbox area and entry glass
- Litter pickup across grounds and parking
- Trash and recycling enclosure kept clean and organized
- Report burned-out lights, damage or safety issues

03

Winter Walkway Safety

NOV 15 – MAR 15 · AS CONDITIONS REQUIRE

- Ice melt and salt on walkways, stairs and entries
- Sidewalks along the property frontage
- Pre-treat ahead of forecast freezing temperatures and snow
- Concrete-safe, pet-friendly ice melt preferred
- Supply stocked on site by November 15

SERVICE STANDARDS

SERVICE	STANDARD
Landscaping visits	Monthly or quarterly, by property
Common area cleaning (multi-unit)	Weekly, on a fixed day
Ice melt application	Before 7 a.m. on freezing days
Snow or ice events	Re-applied as conditions require
Resident-reported hazards	Acknowledged within 1 business day
Maintenance performance review	Quarterly, during on-site exterior inspection

VENDOR OVERSIGHT

Recurring services are performed by vetted, insured vendors under written scopes of work. ZP verifies completion through photo check-ins and quarterly on-site exterior inspections, and replaces vendors who do not meet the standard. Invoices are passed through at cost, with no markup.

UNIT TURN PROGRAM

Rent-ready in 3–5 days.

Vacant days are the most expensive line on the rent roll. ZP runs every turn through coordinated in-house maintenance and a make-ready turn board, so a standard turn moves from move-out to rent-ready in 3–5 days, depending on scope.

3–5 days
STANDARD TURN, MOVE-OUT TO RENT-READY

In-house
COORDINATED MAINTENANCE TEAM

1 board
EVERY TURN TRACKED DAILY

THE 3–5 DAY STANDARD MAKE-READY SCHEDULE

DAY	STAGE	WORK COMPLETED
Day 0	Move-out & scope	Keys collected, photo move-out inspection, scope set, turn board opened
Day 1	Order & start	Materials ordered, vendors scheduled, in-house repairs begin
Days 1–3	Repairs & paint	In-house maintenance completes repairs, drywall, paint, fixtures and hardware
Days 2–4	Clean & punch	Professional clean, carpet cleaning, punch-list walk and final corrections
Days 3–5	Rent-ready	Quality inspection and listing photos; unit released to leasing
Varies	Heavy turn	Flooring, appliance packages or major repairs scheduled to scope, with a written timeline

01

Make-Ready Turn Board

EVERY VACANCY · UPDATED DAILY

- Every vacant unit on one board, from move-out to move-in
- Each task assigned with a responsible party and due date
- Daily status: not started, in progress, waiting on parts, complete
- Units at risk of missing their target date flagged for immediate action
- Turn progress visible to ownership in the owner portal

02

Coordinated In-House Maintenance

ONE TEAM · ONE SCHEDULE

- In-house technicians handle repairs, paint, fixtures and appliances
- Outside vendors sequenced so trades never wait on each other
- Pre-move-out walk on notice to order long-lead items early
- Standard finish and materials spec across all units
- Marketing starts before rent-ready to shorten days vacant

TURN COSTS & APPROVALS

Routine turn items fall within the $1,000 per-occurrence authorization. Larger scopes, such as flooring replacement or appliance packages, are quoted and submitted for Owner approval on Day 1 so the turn timeline holds.

ANNUAL CARE CALENDAR

A plan for every season.

SERVICE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Preventative												
Water heater service & replacements		●										
Dryer vent & exhaust duct cleaning									●			
Roof & gutter cleaning												
Electrical panel assessment				●								
Plumbing assessment										●		
Exterior pressure washing												
Recurring												
Landscaping	○	○	●	○	○	●	○	○	●	○	○	●
Common area cleaning (multi-unit)	●	●	●	●	●	●	●	●	●	●	●	●
Winter ice melt & salt	■	■	■								■	■
Oversight												
Quarterly on-site exterior inspection			●			●			●			●

● Scheduled service ○ Monthly landscaping option ■ On call, as conditions require

Interior inspections happen as leases occur: move-in, pre-renewal (90–120 days before expiration) and move-out, each documented with time-stamped photos.

AUTHORIZATION & BUDGETING

- Routine items up to $1,000 per occurrence approved by ZP
- Water heater replacements and items above $1,000 require Owner approval
- Life-safety emergencies and property protection handled immediately
- Capital projects over $2,000: 10% project management fee

REPORTING TO OWNERSHIP

- Maintenance summary in the monthly owner package
- Photo service reports in the owner portal
- Water heater schedule updated after each replacement

Months are targets and may shift with weather and vendor availability. Final terms are set by the Property Management Agreement.

NEXT STEPS

01 Share the Property Care Plan with ownership

02 Complete water heater, electrical and plumbing assessments

03 Confirm vendors and scopes of work

04 Activate the 12-month care calendar

05 Review results at Day 90

PREPARED BY

Zova Properties

ZOVA

PROACTIVE · DISCIPLINED · TRANSPARENT

HELLO@ZOVAPROPERTIES.COM · 206.900.6867 · ZOVAPROPERTIES.COM