

DETAILED PLAN & SERVICE GUIDE

SMART • PRIME • SIGNATURE

Property Management, Engineered Around Your Level of Involvement.

Purpose of this document

This is the detailed information guide linked from the RESIDENCIA PMS website. The website remains concise; this guide provides the full plan-wise inclusions, charges, service boundaries and operating model for owners who want more detail.

1. Choose Your Level of Management

Service Area	SMART • 5%	PRIME • 10%	SIGNATURE • 15%
Positioning	Efficient, digital-first management	Proactive management + scheduled physical oversight	High-touch management + enhanced physical oversight
Financial management	Included	Included	Included
Help Desk & maintenance coordination	Included	Included	Included
Tenant communication & lease monitoring	Included	Included	Included
Move-in / move-out coordination & inspection	Included	Included	Included
Digital agreements & document management	Included*	Included*	Included
Property marketing & rental lead coordination	Included	Included	Included
Annual routine property inspection	—	1 included / year	2 included / year
Quarterly owner review call	—	1 scheduled review / quarter	1 scheduled review / quarter
Support level	Standard	Priority	Priority+
Additional routine inspection	₹2,000 / visit	₹1,500 / visit	₹1,000 / visit

Note: Agreement charges and tenant verification charges vary by plan as detailed below. Government, third-party, vendor and external professional charges are separate where applicable.

2. SMART — 5% | Efficient Property Management

Maximum Digital Value. Minimum Unnecessary Overhead.

- Financial Management: rent tracking, follow-up, reconciliation, invoicing, owner statements and property expense records.
- Residencia Help Desk: ticketing, maintenance coordination, vendor coordination, work-order updates and closure tracking.
- Tenant & Lease Management: tenant communication, onboarding, lease-expiry reminders and move-in / move-out coordination.
- Digital Documentation: digital agreement execution, document storage and expiry / renewal reminders.
- Property Marketing: listing support, enquiry handling, lead follow-up and rental conversion coordination.
- Move-in / move-out inspection and documentation are included as part of the tenant lifecycle.
- One complimentary onboarding / handover property condition documentation is included where applicable.
- Annual Property Statement / reporting and digital property records.
- No routine annual physical inspection is included; additional routine inspection is ₹2,000 per visit.
- Best suited to owners who want a professional, system-led service without unnecessary recurring physical overhead.

3. PRIME — 10% | Proactive Property Management

More oversight. More proactive control.

- Everything included in SMART.
- 1 annual routine property inspection included.
- Quarterly scheduled owner review call: one structured property / tenant status review per quarter.
- Priority support for operational matters.
- New tenant agreement and renewal agreement service included at ₹0 for the standard service scope.
- Tenant comprehensive verification available at ₹1,500 per tenant, subject to jurisdiction and verification availability.
- Additional routine inspection: ₹1,500 per visit.
- Designed for owners who want proactive oversight while retaining a system-led operating model.

4. SIGNATURE — 15% | High-Touch Property Management

Maximum oversight. Minimal owner involvement.

- Everything included in PRIME.
- 2 annual routine property inspections included.
- Comprehensive tenant verification included, subject to jurisdiction and verification availability.
- New tenant and renewal agreement service included for the standard service scope.
- Priority+ support.
- Priority legal & case coordination: administrative coordination, documentation support and follow-up with the appointed legal professional.
- Enhanced owner reporting and property oversight.
- Annual Property Performance Review covering rental position, renewal opportunity, maintenance patterns, property condition and recommended actions.
- Additional routine inspection: ₹1,000 per visit.
- Limited-capacity, high-touch plan for owners seeking minimal day-to-day involvement.

5. Detailed Service Scope

SERVICE AREA	WHAT RESIDENCIA MANAGES
Financial Management	Rent tracking & follow-up; reconciliation / transfer confirmation; recurring PMS invoicing; owner statements; annual property statement; property expense records.
Property Operations	Residencia Help Desk & ticketing; vendor coordination; work-order management; updates and closure tracking; property service history.
Tenant Management	Tenant onboarding; tenant communication; lease-expiry reminders; move-in / move-out coordination and inspection.
Digital Documentation	Agreement execution; document storage; expiry management; renewal reminders.
Property Marketing	Property listing; tenant enquiries; lead follow-up; rental conversion coordination.
Owner Visibility	Digital financial, invoice, expense, document and service records; periodic reporting according to plan.

6. Physical Visits & Service Boundaries

REMOTE FIRST. PHYSICAL WHEN REQUIRED. PREMIUM WHEN DESIRED.

The PMS fee covers the defined management and coordination services under the selected plan. It does not mean unlimited physical labour or unlimited site visits.

- Routine inspections are plan-based: SMART — paid; PRIME — 1 included/year; SIGNATURE — 2 included/year.
- Special / emergency physical visits, damage investigation, repair or installation supervision and other non-routine physical visits are additional services.
- Move-in / move-out inspection is a defined tenant lifecycle service and is included in all three plans.
- Vendor and contractor charges are not included in the PMS percentage unless specifically stated.
- Government fees, e-stamping charges, police / authority charges, advocate fees, court fees and other external costs are additional where applicable.

7. Vacancy Policy — A Key RESIDENCIA Advantage

NO PMS FEE DURING VACANCY

PMS service fees begin only when the property is successfully rented and rental income has commenced. During vacancy, Residencia continues as the appointed property manager, supporting relevant rental marketing, tenant acquisition and property-management coordination, subject to applicable PMS terms.

- Rent starts → PMS starts.
- No PMS percentage is charged during an unrented / vacant period.
- Physical or specialised services during vacancy remain separately chargeable where applicable.

8. Additional Property Services

- Additional routine property inspection
- Special / emergency physical visits
- Repair / installation supervision
- Comprehensive tenant verification (where not included in the selected plan)
- New / renewal agreement services (where not included in the selected plan)
- e-Khata / property-record transfer assistance
- Electricity / utility name-transfer assistance
- Legal & Case Coordination
- Other specialised property services based on owner requirement

9. Tenant Verification & Legal Coordination

- Comprehensive tenant verification may cover applicable identity / document, address and police verification or coordination, subject to jurisdiction, availability and applicable law.
- Verification does not guarantee a tenant's future conduct or establish an absolute absence of criminal records.
- Residencia may coordinate information and documentation with an appointed lawyer and follow up administratively.
- Formal legal advice, legal notices, complaints, police proceedings, court proceedings and other legal action remain the responsibility of the appointed legal professional.
- Residencia does not act as the legal representative.

10. Important Commercial Notes

- PMS fees are calculated and invoiced according to the applicable PMS agreement and selected plan.
- Rental income is not guaranteed; Residencia facilitates property marketing, tenant acquisition and rental management.
- PMS fees do not include government, third-party, professional, vendor or external charges unless expressly stated.
- Service availability may vary by property location and local regulatory / operational requirements.
- Any specialised work outside the defined PMS scope will be separately quoted or charged before execution where applicable.