



HILLTOP

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Introduction:

As a property owner, you need management that protects income, controls risk and keeps operations running smoothly. Hilltop Realty supports both residential and commercial landlords with practical, hands-on property management and leasing services. As real estate investors ourselves, we bring over 40 years of experience and focus on clear communication, strong execution and long-term results.

Our goal:

Enhance investments and maximize profitability

ENHANCE OPERATIONS: Our experience helps maximise revenue, improve efficiency and reduce risk across residential and commercial assets.	BULK SAVINGS: Reap the benefits of our bulk discounts and connections with utilities, insurance, suppliers, vendors and service contractors.
MARKET ANALYSIS: We help set the right rent and lease structure for the asset. For commercial properties, this includes gross, modified gross and NNN arrangements.	CONSISTENT RESULTS: Clear procedures support consistent service, reduce risk and keep renewals, inspections, reconciliations and routine administration on track.
TENANT LIAISON: We manage day-to-day communication with tenants and occupants, including access coordination, building procedures and common area use where applicable.	FINANCIAL REPORTING: Accurate reporting helps owners make better decisions. We provide rent rolls and owner statements for all properties, and for commercial assets, operating cost, additional rent and NNN tracking.

Our Services:

Leasing and Management Services:

1. **Market analysis** for the right rate and lease structure: We help set the right rent and lease structure for the asset. For commercial properties, this includes gross, modified gross and NNN arrangements.
2. **Advertisements:** We create professional listings with photos, video and clear copy. We market residential and commercial opportunities through suitable online platforms, broker outreach, signage and direct promotion.
3. **Viewings:** We handle inquiries by email, phone and text, and coordinate showings, site tours and access for units, suites, bays and multi-tenant properties.
4. **Screening:** We thoroughly review applicants using credit, identification, references, income and guarantor information as needed. For commercial tenancies, we also review business and corporate details where applicable.

5. **Tenant onboarding:** Approved applicants go through a clear lease signing and orientation process covering responsibilities, building procedures, parking, utilities, access and common area use where applicable.
6. **Lease:** We prepare and coordinate residential and commercial lease documentation, including renewals, amendments and more complex leasing arrangements where required.
7. **Enforce possession requirements:** Occupants must arrive on possession day with insurance, utility confirmation, access credentials and any other required items or confirmations for a smooth handover.
8. **Walk-through inspections:** We document the premises, including units, suites, common elements and relevant site conditions, as applicable.

Rent and fee collections:

- We use modern software to collect rent, additional rent and recurring charges efficiently, and to manage arrears, late payments and follow-up promptly.
- We utilize credit collectors to collect delinquent accounts at no cost to the property owner where appropriate. Collection fees are passed to the debtor when recoverable.

Vendor and Expense Management:

- By lowering the cost of ownership through discounts, low bids and price comparisons, we can create meaningful savings on advertising, insurance, maintenance supplies, labour and common area services.

Collections, enforcement & regulatory guidance

- We assist with non-payment, default and other lease breaches, and initiate enforcement steps when required. We have experience with residential tenancy processes for straightforward matters, and lawyers on call for more complex or commercial cases.
- We assist with defaults, notices, enforcement steps and other lease or regulatory issues that arise during the tenancy. Straightforward residential matters can often be handled directly, and we coordinate legal support for more complex or commercial issues.

Inspections:

- Properties are inspected at the frequency listed in your contract to help ensure lease compliance and identify maintenance items early. Inspections may include units, suites, exterior areas and common areas, as applicable. Additional inspections can be requested.

Maintenance, Repairs and Property upkeep

- Our office can be reached 24 / 7. Our staff and contractors can handle emergencies promptly and efficiently, including issues affecting occupied premises and common areas.
- Our cleaning staff help ensure the property is maintained to the required standard, including turnover cleaning, common area upkeep and coordination of proper chargebacks where applicable.

Accounting, bookkeeping & tax preparation

- Our bookkeeping and accounting team handle owner funds with care and accuracy, with organized monthly reporting and documentation to support review, year-end records and commercial cost tracking where applicable.
- We can assist with non-resident tax withholdings and NR6 returns.
- Consultations to discuss corporate structures, accounting and tax strategies.

Property taxes appeals

- Our team can review and appeal property tax assessments for residential and commercial properties.

Accessibility

- We are available seven days a week and most evenings, and can confidently support investors, absentee owners, vendors and multi-property portfolios. We respond promptly to both residential and commercial operational needs.

TYPICAL PRICING*

*All prices exclude GST.

Residential	Commercial
10% of gross rent commission \$600 leasing fee \$250 lease renewals \$250 onboarding fee (per unit)	7% of gross rent commission 5% one-time gross leasing fee \$1000 lease renewals \$250 onboarding fee (per unit)



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