PROPERTY MANAGEMENT PROPOSAL

Chullu Properties investments
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EXECUTIVE SUMMARY

This proposal outlines the property management, letting, and sales services offered by Chullu Properties Investments, a licensed real estate and property management firm operating in Kenya. The firm provides structured, technology-enabled property management solutions designed to enhance rental income collection, improve occupancy levels, ensure timely landlord remittances, and promote legal and operational compliance. Through its digital property management platform, Chullu Properties delivers transparent reporting, efficient tenant engagement, and professional oversight of property operations while safeguarding the interests of landlords and tenants.

1. Introduction

1.1 Legal Status

- **Name:** Chullu Properties Investments
- **Registration:** BN-MXC9VDJ5
- **Registered Office:** Munyao Building, Church Road, Wote Makueni.

1.2. Company Profile

Chullu Properties investments is a limited company registered in Kenya and licensed by the Estate Agent Registration Board to operate as a real estate company in the year 2026, Registration No.CL-032.

1.3. Leadership and Management

Chullu properties is led by a director who is a Certified Public Accountant (K) and is also license to operate as a real estate agent in Kenya, Registration No. 2752. In addition, Chullu properties has an IT personal, operations manager and support staff that enable the company execute its mandate.

1.4. Core Business

a) Property Sales & Marketing

Chullu Properties specializes in the marketing and sale of land and residential properties, including serviced plots, undeveloped land, apartments, and houses. The firm undertakes end-to-end sales support by:

- Listing and promoting properties through digital and physical channels;
- Conducting property inspections and site visits;
- Matching properties with suitable buyers;
- Managing negotiations between buyers and sellers; and
- Supporting transaction closure in compliance with applicable laws.

b) Property Management Support

Chullu Properties offers **property management support services**, including:

- Tenant Screening and Placement;
- Rent collection coordination;
- Landlord reporting support;
- Periodic Property inspection, reports and recommendations
- Third party services providers Coordination; to include caretakers, plumbers, electricians e.t.c

- Repair and maintenance coordination

c) Letting & Leasing Services

The firm offers **letting and tenant-placement services** for residential and commercial properties by:

- Marketing rental units;
- Screening and placing suitable tenants;
- Preparing offer letters and lease documentation; and
- Coordinating handover and occupancy processes.

2.0 Service Methodology

The Chullu Properties Platform is an online system that helps manage properties in an organized, transparent, and efficient way. It brings all property-related activities—such as listings, tenants, rent payments, communication, and records—into one secure place that can be accessed by authorized users when needed.

2.1 Property and Asset Management

The platform allows properties to be properly recorded and advertised for sale or rent. Photos, documents, and other important property information are stored in one place to make identification and management easier.

2.2 Client Registration and Screening

Tenants and buyers are registered digitally using simple forms. This helps collect basic personal and financial information needed to assess suitability and keep accurate records, reducing paperwork and manual errors.

2.3 Viewing and Scheduling

Property viewings and inspections are arranged through a simple booking system. Tenants, buyers, and agents receive confirmations and reminders, ensuring everyone knows when and where a viewing will take place.

2.4 Lease and Contract Management

Lease agreements and other contracts are prepared digitally, approved step-by-step, and safely stored. This ensures that all agreements are clear, up-to-date, and easy to retrieve when needed.

2.5 Billing, Invoicing, and Payments

Rent, deposits, and service charges are automatically billed. Tenants receive clear payment instructions through secure payment links, making payments easy to track and confirm.

2.6 Financial Transaction Records

All payments made are recorded immediately. The system keeps clear and reliable financial records that can be reviewed by the landlord or used for reconciliation and reporting.

2.7 Communication and Notifications

All official communication between tenants and agents is done through the platform, SMS, or WhatsApp. The system sends reminders for payments, inspections, and approvals, and keeps a record of messages to ensure accountability and transparency.

3.0 Service Execution

In the execution of our mandate as Property Managing Agents, and where properties have existing tenants, **Chullu Properties Investments** shall undertake the following services:

3.1 Tenant Onboarding
All existing tenants shall be on boarded onto the **Chullu real property management platform** to ensure proper records, structured communication, and transparent management.

3.2 Digital Tenant Accounts
Each tenant shall be issued with a **personal digital account**, enabling them to:

- Apply for and renew lease agreements;
- Make rent and utility payments through secure payment links shared via **WhatsApp or SMS** from the platform (see attached sample); and
- View their payment and transaction records when necessary.

3.3 Lease Activation
The Agent shall prepare, activate, and manage the lease agreement between the Landlord and the Tenant in accordance with Kenyan law.

3.4 Rent Collection
The Agent shall ensure rent is collected **promptly and efficiently**, with the latest payment date being **the 10th day of each month**.

3.5 Landlord Remittance and Reporting
The Agent shall remit collected rent to the Landlord **by the 15th day of each month**. Each remittance shall be accompanied by a **monthly landlord financial statement** detailing rent collected, deductions (if any), and the net amount remitted.

3.6 Vacancy Advertising and Tenant Placement
Upon vacancy, the Agent shall advertise the property, screen prospective tenants, and place suitable tenants **at no additional cost** to the Landlord.

3.7 Maintenance Coordination
The Agent shall coordinate routine and necessary building maintenance services through **contracted and vetted personnel**, subject to the Landlord's approval where applicable.

3.8 Service Provider Coordination
The Agent shall coordinate essential service providers, including but not limited to:

- Security personnel;
- Garbage and waste collection services;
- Internet and utility service providers.

3.9 Periodic Inspections and Reporting
The Agent shall conduct **periodic building inspections** and provide reports with recommendations aimed at improving property condition, tenant satisfaction, and long-term occupancy.

3.10 Statutory Compliance Support
Upon request, the Agent shall assist the Landlord with **statutory filings and regulatory compliance** related to the property. Such services shall be **billed separately**.

4.0 How to Join Chullu Property Management Services

Step 1: Apply for Property Management Services
To get started, the Landlord completes the **Property Management Application Form** and submits the required documents and information as indicated in the form. This allows Chullu Properties Investments to understand the property, confirm ownership, and prepare for management.

Step 2: Tenant Handover and Introduction
Once onboarding is approved, the landlord organizes a **handover session with the existing tenants**. During this session, the Agent is formally introduced to the tenants and explains the new management structure, payment process, communication channels, and updated tenancy terms as agreed with the Landlord.

Step 3: Tenant Onboarding and Service Execution
The Agent then on boards all tenants onto the **Chullu Property Management Platform**, issues digital accounts, activates lease agreements, and begins executing the full property management mandate in line with the agreed terms.

5.0 ROLES AND RESPONSIBILITIES

5.1 Agent Responsibilities

- Execute property management services professionally
- Maintain accurate records and reports
- Remit rent within agreed timelines
- Coordinate tenants and service providers

5.2 Landlord Responsibilities

- Provide accurate ownership documentation
- Approve major repairs and expenditures
- Meet statutory and tax obligations
- Maintain property insurance

5.3 Tenant Responsibilities

- Timely payment of rent and utilities
- Compliance with lease terms
- Proper care of the premises

6.0 LEGAL AND REGULATORY COMPLIANCE

Chullu Properties Investments operates in compliance with:

- Applicable Kenyan land and tenancy laws
- Estate agency licensing requirements
- Data protection and privacy regulations
- Health, safety, and environmental standards

7.0 DATA PROTECTION AND CONFIDENTIALITY

All landlord and tenant data collected shall be used strictly for property management, billing, reporting, communication, and statutory compliance purposes. Reasonable safeguards shall be applied to protect personal and financial information from unauthorized access or misuse.

8.0 RISK MANAGEMENT AND DISPUTE HANDLING

Rent arrears shall be managed through structured follow-ups and notices

Persistent default shall be escalated in accordance with lease terms

Disputes shall be resolved amicably where possible, failing which lawful escalation mechanisms shall apply.

9.0 SERVICE LEVEL COMMITMENTS (SLAs)

- Rent collection deadline: By the 10th of each month
- Landlord remittance: By the 15th of each month
- Monthly financial statements: Issued with remittance
- Maintenance response: Within reasonable time based on urgency

10.0 TERM, TERMINATION, AND EXIT

- The management engagement shall remain valid until terminated by either party
- Termination shall require one (2) month written notice
- Upon termination, all records, balances, and documentation shall be handed over to the Landlord within a reasonable time

11.0 VALUE PROPOSITION

Chullu Properties Investments delivers professional property management through:

- Digital transparency and real-time reporting
- Predictable rent collection and remittance
- Professional tenant handling and occupancy optimization
- Compliance-focused operations
- Reduced landlord involvement and operational risk

APPENDICES

CHULLU PROPERTIES RATE CARD

Category A: SALES

Scale 1:

Property Sales:

- On the first KES. 100,000 .... 10%
- On the next KES. 900,000 .... 6%
- On the residue 3%

Scale 1A

Property Purchases:

- On the first KES. 100,000 .... 5%
- On the next KES. 900,000 .... 3%
- On the residue 1.5%

Payment terms and Schedule:

- 100% commission upon payment of at least 10% of purchase/sell price or purchase contract, whichever comes first.
- Payment due within 7 days after invoicing.

Exclusions

- Legal and statutory costs
- Third party professional costs; valuers, surveyors, inspection professionals

CATEGORY B: LETTINGS

Residential:

- Lease up to one year .... 7.5% of annual gross rent.
- Lease of over one year .... One month's rent.

Commercial:

- Sole agency .... 7.5% of annual gross rent.
- General agency .... 10% of annual gross rent

Payment terms and Schedule:

- 100% commission upon signing and payment of the lease.
- Payment due within 7 days after invoicing.

Exclusions

- Legal and statutory costs
- Third party professional costs; valuers, surveyors, inspection professionals

<u>CATEGORY C: MANAGEMENT</u>

Residential:

- 10 per cent of the gross rents for rental income not exceeding 250,000 per month
- 8 Per the gross rents for rental income exceeding 250,000 but less than 500,000 per month
- 6 Per cent of the gross rents for rental income not exceeding 600,000 per month

Commercial:

- 7.5 per cent of the gross rents rental income not exceeding KES 500,000 per month
- 5 per cent of the gross rents rental income exceeding KES 500,000 but less than KES 3,000,000 per month
- 3 Per cent of the gross rents rental income exceeding KES 3,000,000 per month

Payment terms and Schedule:

- 100% commission deducted prior to remittance to the Landlord or
- Paid within 7 days after invoicing if rent is collected into the Landlords account.

Exclusion:

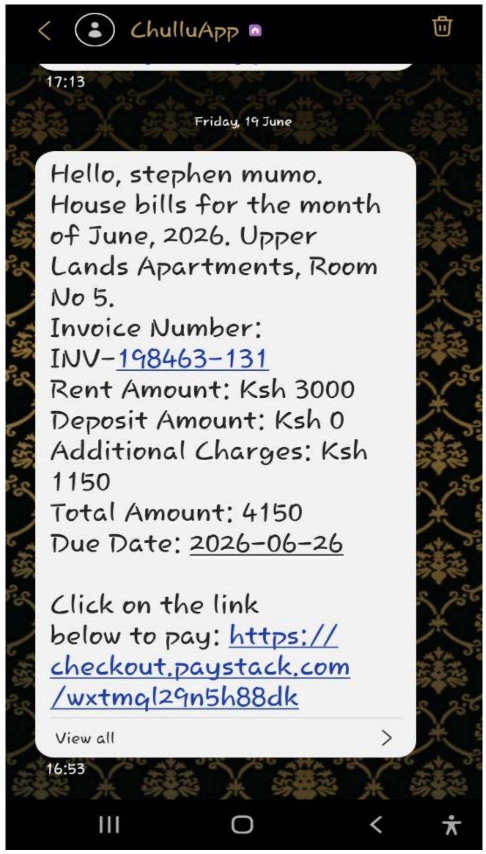
- Repair and maintenance services
- Statutory and compliance costs
- Tenant related legal and recovery costs
- Utility bills
- Taxes and government levies
- Service charge costs; to include but not limited to cleaning services, garbage collections, security costs.

<u>CATEGORY D: STATUTORY FILLING SUPPORT</u>

Monthly filling charge is KES 3,000 per month per property

Multiple properties will be charged at a negotiated rate

SAMPLE SMS COMMUNICATION AND PAYMENT LINK



LANDLORD STATEMENT

STATEMENT PERIOD: 01 MAY 2026 – 31 MAY 2026

PREPARED FOR:

Mr. Xyz landlord
P.O BOX 12345
Nairobi, Kenya
Tel: +254722123456
STATEMENT DATE: 15TH JUNE 2026
STATEMENT NO: 001

Dear Xyz Landlord,

Please find below your landlord statement for the period 01 MAY 2026 – 15 MAY 2026

PROPERTY SUMMARY
Property Address: Westland View Apartments
Number of units: 12
Monthly Rent: KES 60,000

Transaction Summary

Date	Description	Receipts	Payments	Balance
01 May 2026	Opening Balance			0.00
10 May 2026	Rent Received (12 Units)	60,000		60,000
10 May 2026	Utility Payments	5,000		65,000
12 May 2026	Maintenance costs		3,000	62,000
15 May 2026	Property Management fees (10%)		6,000	56,000
15 MAY 2026	Closing Balance			56,000

Summary	
Total Rent Received	**65,000**
Total Payments	**9,000**
Net amount Disbursed	**56,000**

Prepared by:

Property Manager
Chullu Properties