# Rental Process — Two Tracks

Based on the **JoHome / Nu Stream Realty rental checklists (Oct 2025)** plus the team's operating rules.
Submit new property & documents to **rental@nustreamrealty.com** / **rental2@nustreamrealty.com** · EMT of funds to **accounting@nustreamrealty.com** / rental@nustreamrealty.com

Shared steps both tracks follow · Tenant Placement find a tenant, then hand off · Property Management place a tenant + manage ongoing

Watch-outs rules that protect the file

## 1 INTAKE — qualify the lead — Shared

- Lead comes in (Marketplace, referral, ad). Let the landlord talk first; ask **one thing per reply**.
- **Disclosure-first (BCFSA Rules s.54):** DORT + Privacy Notice & Consent + FINTRAC via ReallyTrusted **before** any substantive discussion — no rent-pricing opinions, tenancy-law guidance, or placement decisions until signed. Fee tiers, process, and service area may be shared during intake.
- Collect: city first (service area: Greater Vancouver / Fraser Valley / Chilliwack — decline if too far), property details, phone, email.
- Under-$2,000/mo units: no placement work (workload rule) — decline politely unless grandfathered.

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## 2 ENGAGEMENT — sign the right agreement — Shared

- **Call first** — never send the agreement cold to someone we've only messaged.
- **Tenant Placement** → *Rental Placement Service Agreement* REQUIRED — exclusive once signed (no parallel listing/self-placing); fee applies **only if a tenant is placed**.
- **Property Management** → *Rental Management Service Agreement* REQUIRED — record mgmt fee start date, mgmt fee %, commission split (50% or 80%), NR4 yes/no, rent, bedrooms/bathrooms/sqft, annual audit or processing fee.
- Owner-side documents (both tracks): Disclosure of Representation · Privacy Notice & Consent · ReallyTrusted FINTRAC · Disclosure of Interest in Trade IF owner is a licensee · Disclosure of Material Latent Defects IF applicable · Authorization to Obtain Info for Strata Property IF strata · Disclosure of benefits IF any · Owner's bank info MGMT ONLY

• **MLS branch** IF listing on MLS: Authority to Lease (mandatory) + MLS Rental Data Input Form (mandatory).

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## 3 THE TRACKS SPLIT HERE

### A Tenant Placement — match & hand off

- Advertise (BCFSA: full brokerage name **Nu Stream Realty Inc.** prominent; owner consent on file).
- Showings / viewings.
- 14-step screening + AI matching; **Tenant Application** REQUIRED (BCFSA record keeping) + tenant's ID copy.
- **Residential Tenancy Agreement + addendum** REQUIRED — complete set of contracts.
- BCFSA *Renting Residential Property: What tenants need to know* (unrepresented tenant).
- **RTB Form 51** — address for service REQUIRED (email address required for formal notices).
- **Form K** STRATA ONLY — tenant reviews strata bylaws/rules **before** signing; send to strata management **within 2 weeks** of tenancy start.
- Move-in inspection.
- **Placement ends here** — no ongoing management duties.

### B Property Management — place + manage ongoing

- Everything in Track A (advertise → screen → tenancy agreement → Form K → Form 51 → move-in inspection), **plus**:
- PAD (pre-authorized debit) IF any.
- Ongoing: rent collection, maintenance coordination, tenant relations.
- Mgmt fee % from the fee start date; commission split 50% or 80%; NR4 for non-resident owners.
- Annual audit or processing fee as agreed.
- Owner reporting & payouts per the management agreement terms.

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## 4 MONEY & FILE CLOSE-OUT Shared

### A Tenant Placement

- Placement fee → office by **EMT** (accounting@nustreamrealty.com).
- Monthly rent & deposit → **owner** directly.

### B Property Management

- Placement fee → office by **EMT**.
- Rent flows per the management agreement (owner's bank info on file); mgmt fee deducted per terms.

**File close-out (both tracks):** complete set of signed contracts including addendum → rental@nustreamrealty.com / rental2@nustreamrealty.com. Tenant application on file is mandatory for BCFSA record keeping.

**Watch-outs from the checklists:** Form K → strata management **within 2 weeks** of tenancy start (tenant must review bylaws/rules before signing) · Form 51 email address is required so parties can send formal notices · Tenant application is mandatory for record keeping (BCFSA Real Estate Services Rules) · MLS listing needs **both** Authority to Lease and the MLS Data Input Form · Tenant-represented files use a separate checklist (tenant-side DORT, tenant exclusive contract, FINTRAC ID + privacy for the tenant, disclosure of risks to unrepresented parties for the owner side).

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Sources: **Rental Placement Checklist — Landlord Represented (Oct 2025)** · **Rental Submission Checklist — Management (Oct 2025)** · **Rental Submission Checklist — MLS Rental Listing (Oct 2025)** · Rental Placement Checklist — Tenant Represented · plus team operating rules (disclosure-first intake, call-before-agreement, exclusive placement, fee tiers).

Office: Angie Team Property Management, 4555 Kingsway #100, Burnaby, BC · Nu Stream Realty Inc.