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What we do

Renting out a property can seem overwhelming, but we have been following the below 7 proven steps to properly manage rental properties successfully since 2008. The following is a brief outline of each rental cycle process.

01

Prepare the property for renting by ensuring that it is safe, clean, and functional.

02

Advertise the property while adhering to federal and state laws on fair housing.

03

Show the property by utilizing the latest showing technology, and adhering to federal and state laws on fair housing.

04

Screen prospective tenants to ensure they meet the strict requirements.

05

Onboard tenants by signing the lease, setting up utilities, and collecting rent and security deposit.

06

Maintenance and inspection by visiting the property twice a year and doing maintenance as necessary with trusted and vetted vendors.

07

Handle the **move-out** process by doing the walkthrough, handling the security deposit, closing out the accounting, and back to Step 1.

You can read the cycles more in detail below.

[Rental Cycle](#)

Our Mission

Our mission is to manage rental properties properly at a fair price so that owners can be hands-free and just Cruise!

Should you hire a Property Management Company?

If you are wondering if you should manage your property on your own or hire a property management company, ask the below 3 questions. If you answered “no” to any of them, it might be time to think about hiring the right property management company that matches your needs.

1. Do you have time to manage rental properties?

2. Do you have the desire to manage rental properties?

3. Do you have the knowledge to manage rental properties?

Our Numbers

Reviews
100%



Vacancy Rate

5%

Renewal Rate

79%

**Average
Tenancy**

2.5 years

**Rent
Collection**

100%

Eviction Rate

0%

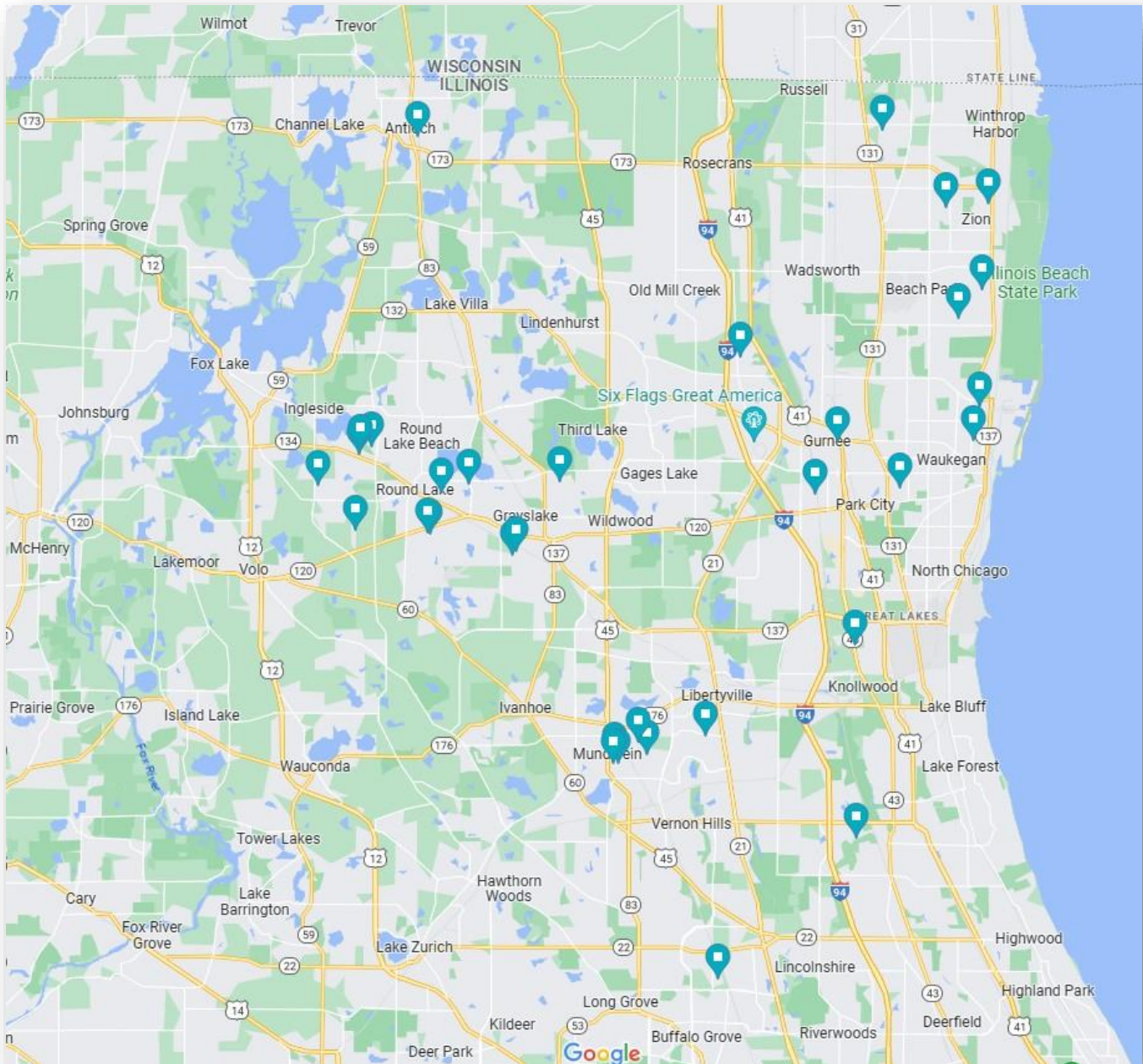
**Average Rent
Increase**

4.5%



*Some numbers exclude the properties that we took over with existing tenants.

The area we manage



The above map shows some of the properties we manage. We manage all over Lake County. They include Antioch, Gurnee, Waukegan, Lake Forest, Lake Bluff, Grayslake, Lindenhurst, Round Lake Park, Round Lake Beach, Round Lake, Beach Park, Zion, and many other towns!

Our 17 Differences

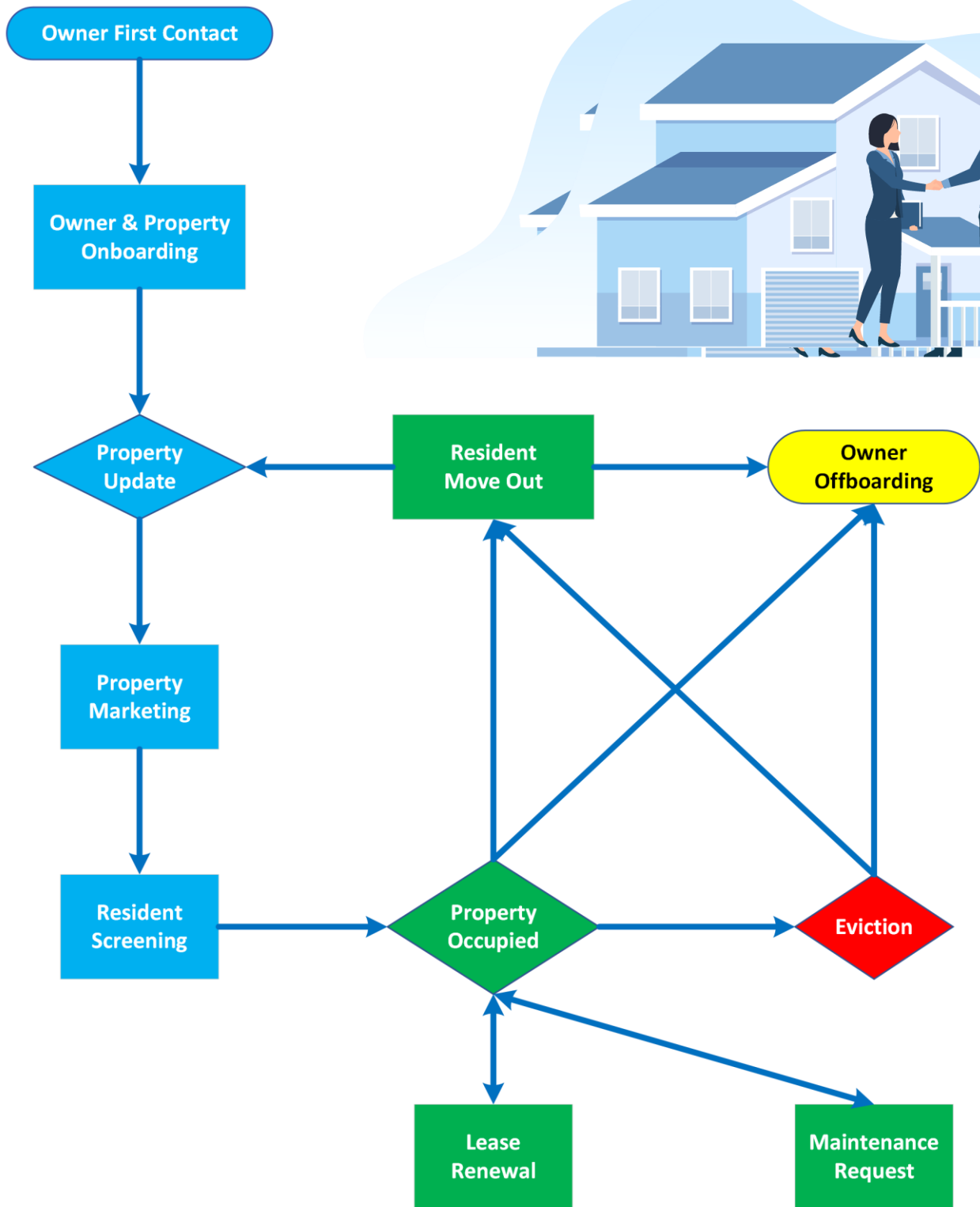
1. Once you are with Cruise Property Management, everything will be taken care of, so you can just **cruise!**
2. **We hire a property manager for rental properties owned by us.** We know what you want and don't want from a property manager because we have the owner's perspective
3. **Simple and competitive pricing** for the management fee and the resident placement fee.
4. **One point** of contact by a property manager who has been **managing rental properties since 2008.** You won't be communicating with different people.
5. **One 24/7 owner portal** to access the financial ledger, and all the documents (lease agreement, management agreement, etc.). You can also deposit funds from the portal.
6. **Easy onboarding Process** with no onboarding fee. You just have to complete one checklist online to be onboard with us.
7. **No long-term property management contract.** Cancel whenever you want with just a 30-day notice.
8. **Owner-draw sent in 10 days.** No need to wait weeks to get your money.
9. **A semi-annual walk-through** is included in the management fee.
10. **The monthly owner statement is delivered to your inbox.**
11. The residents enjoy the **Resident Benefits Package**, which will benefit the residents and the owners by encouraging the residents to pay rent on time and maintain the unit. No additional cost to the owners.
12. Only **vetted and experienced vendors who do jobs the right way at a fair price** are used for the repairs.
13. We only use a **custom lease agreement reviewed by multiple real estate attorneys.**
14. **We constantly invest in education** (networking, attending conferences, receiving training, etc.) so more value can be added to the owners.
15. **NARPM (National Association of Property Managers) member** since 2018.
16. **We list on MLS (not all PM companies do this.)** This means maximum exposure to potential residents.
17. **Landlord Protection Insurance** is available at an additional cost from a third-party insurance company to protect against various costs, including the loss of rent, property damage, etc.

We are NOT the right fit, if...

1. ...you like to get involved in everything.
2. ...you want the property management company to manage your property, "My way."
3. ...you are looking for the cheapest property management company.
4. ...you are looking for the cheapest way to repair/replace.
5. ...you don't believe in preventive maintenance and rather wait till the last minute to fix or replace it.
6. ...you are looking for a property management company to manage your unit for the short term.
7. ...you want multiple bids for every job.
8. ...you want to pick the tenant.
9. ...you believe that tenants don't deserve to live in a place that is safe, clean, functional, and has appropriate amenities.
10. ...you don't have funds for repairs.
11. ...you don't mind "cutting corners" as long as you think you won't get caught.
12. ...you are not responsive.



Our FLOW



FAQ (Frequently Asked Questions)

How much is the management fee?	•9% of the collected rent with \$100 minimum.
What is the tenant placement fee?	•90% of the rent with \$1,000 minimum.
When will I get paid?	•We send out the owner draw on the 10th.
How many contacts will I have?	•There'll be only one point of contact.
Will I have access to the ledger?	•Yes. You will have your own owner portal, which you can access 24/7.
Is there any mark-up fees?	•There is not mark up fee. What vendors charge us is what you pay.
Will you visit the unit to check?	•We do semi-annual walkthrough.
What is the experience level?	•The property manager has been in business since 2008.
Do you offer any insurance?	•We can refer a vendor who offers extra protections
Do you have a lease?	•We have our own lease reviewed by attorneys. They get updated as regulary.
How much will my house rent for?	•Just let us know the address, and we'll send you the rent range.
Am I picking the tenant?	•Marketing, screening and choosing the right tenant will be done by us.
What is "property reserve"?	•We hold \$500 per unit in an escrow account to pay for repairs.
Do I get an statement?	•You will receive a monthly statement. You can view it online 24/7 also.
Are you a licensed broker?	•We do have all the proper up-to-date licenses.
What would be the initial cost?	•That'll depend on the property.
What should I continue to pay?	•Please cintinue to pay property insurance, property tax, HOA, and mortgage.
Can I review the PMA?	•Please contact us, and we are happy to provide the latest version to you.

Reviews

★★★★★ "I have worked with Soh Tanaka of Cruise Property Management for the last six years. He is extremely thorough and is always looking for ways to better serve his customers. I have used Soh on several of my properties and wouldn't trust them in anyone's hands but his. Thank you for a job well done Soh!" – *Command Plumbing Inc*

★★★★★ "Soh Tanaka is the best property manager I have had and we have not even met, yet. I found Soh during an internet search and called him right away. He answered all my questions and I transferred everything over the internet. He has been proactive in everything. So professional. I take his advice on almost most things. His reports are comprehensive and easy to follow. I trust him on all issues. I am so thankful for his services. We contact each other via email. His replies are always prompt." – *Jim Rainey*

★★★★★ "Soh and Cruise Management operate quite a few doors from us and I can honestly say we are 'cruising'! He's made recommendations for enhancing our business and is truly a trusted advisor as part of our growth and scalability. Thank you Soh!" – *Andrei Rad*

★★★★★ "He's is a great man always very professional, very knowledgeable, always willing to help I will highly recommend him to any of my family and friends" – *Jannette Olmedo*

★★★★★ "Soh is a true professional. I am US Navy Veteran, deployed, PCS moved, and I never had to worry about my property under his management. In addition, he was my realtor in selling the property. He took care of my property like it was his own. Most importantly he is upfront and has the highest degree of integrity. He is as honest as they come, which is different from a lot of the industry." – *Ben Keller*

★★★★★ "I have worked with Soh Tanaka over the past few years with the property management of one of my properties as well as the sale of two of my properties. He was very professional to work with and did a very good job in all respects. I highly recommend him to anyone who needs effective property management services or sales representation." – *Keevin Schier*

★★★★★ "Working with Soh has always been a positive experience! Soh is very responsive and with any issues I've had, he's always stayed on top of them and followed through. I appreciate all the help and kindness he has given to me and my family." – *Michelle Crews*

★★★★★ "Very quick and responsible. I live in AZ and own in Chicago worry-free. Working together we have created the highest and best return possible out of the property thus increasing the comps twice in the neighborhood of comparable properties" – *Matthew Fleischli*

★★★★★ "If you're looking for a knowledgeable, detailed oriented, proactive, and responsive property manager I highly recommend Soh. Soh from day one has been great to work with and has allowed our family ease of mind knowing our home is in good hands. He is very thoughtful when it comes to giving insights to his clients on what is new in the real estate world and keeping them informed when there may be a change that may affect homeowners. Thank you Soh for all you do!! We appreciate you!" – *Carissa Auth*

★★★★★ "We had to move out of Illinois due to a military change of station and entrusted Soh to take care of our home since 2020. Soh is an outstanding property manager/realtor. He is very professional, proactive, and responsive. He takes care of everything for our home, we never have to worry about anything. You want someone like Soh, whether you want to sell or rent out your home. He is an excellent advisor, with a flexible can-do attitude to execute your plan in this challenging time." – *Hak Auth*

★★★★★ "Soh has been managing my rental property for almost two years now. From quickly finding a reliable renter to fixing maintenance issues at affordable prices to providing periodic reports he has made the experience effortless. Soh also helped sell our house in Aurora last year at our asking price in less than a week and then helped us find a new home in Libertyville. Both during the sale and purchase he remained patient and was never pushy, providing us with a number of listings to view and the information we needed to make our decision." – *Sajid Dalvi*

★★★★★ "I was looking for a property manager for my multi-family properties and was referred to Soh by other investors. I reached out to Soh over the weekend - he answered immediately. It was so refreshing to find someone so transparent, professional, and knowledgeable in this business. Even though my properties were outside of Soh's coverage area, he took time to discuss the issue I am facing, provide insightful advice, and referred me to property managers in my area and other resources to help me with my concerns. I wish Soh would expand to my region - I would hire him in a second!" – *Henry Wang*

★★★★★ "It's a pleasure to do business with Cruise Property Management. If you need someone to take care of your investment, maintain your property, and keep tenants happy. Soh is your guy!" – *Marco @ Handy Pros LLC*

★★★★★ "Soh takes all the worries away from renting. He has been great to work with." – *Timothy Dempsey*

...and many more ★★★★★ reviews!