Property Management Proposal

IPM
INDIANA PROPERTY MANAGEMENT

2026 / 2027

Why Indiana Property?

Rental properties are one of the most powerful ways to build long-term wealth—but only when they're managed with precision. The reality is that maintenance coordination, tenant communication, marketing vacancies, and day-to-day oversight can quickly consume your time and limit your returns.
You don't need to manage it all yourself.

At Indiana Property LLC, we combine hands-on expertise with cutting-edge technology to deliver exceptional results. We're proud to be a 5-star rated property management company on Google, trusted by property owners who demand transparency, efficiency, and performance.

What truly sets us apart is our use of advanced tools and AI-driven systems that many management companies don't offer—or don't know how to use. From smarter tenant screening and faster response times to data-driven decision-making, we leverage technology to operate more efficiently, reduce costs, and improve the overall tenant experience.

When you partner with Indiana Property LLC, you're not just hiring a property manager—you're gaining a strategic partner committed to maximizing your cash flow, protecting your assets, and helping you scale with confidence. Let us handle the heavy lifting, while you enjoy stronger returns and total peace of mind.

Who Are We?

Our story began in 2000, when PSP Realty was founded as a small property management company overseeing fewer than 20 self-owned properties. In 2014, the company evolved into Indiana Property LLC, marking a new chapter under the leadership of Laura Wright, who stepped in as Director of Property Management.

In 2022, we expanded our services to support private property owners, allowing us to grow while continuing to maintain excellent Google reviews and high owner satisfaction. Our success is built on a simple principle: we understand property owners because we are investors ourselves. We know what owners expect—and what they need—to protect and grow their investments.

With a dedicated, experienced property management team, we focus on delivering the highest possible return on investment while providing responsive, reliable support. Our team is always accessible and equipped with a comprehensive suite of services that truly set us apart from other management companies.

Who Are We? - Cont.

Today, Indiana Property LLC manages properties across Indiana, Tennessee, Arizona, and Florida, overseeing more than 300 units. Our portfolio includes apartment buildings, single-family homes, duplexes, condominiums, commercial buildings, retail strip centers, industrial properties, and farmland. Whether you own a single rental or a large portfolio, you can expect professional, full-service management designed to ensure smooth operations and long-term asset appreciation.

We are certified members of the National Association of Residential Property Managers (NARPM) and are trained by the Disney Institute, reflecting our commitment to excellence in service. Our Director, Laura Wright, is a licensed real estate managing broker/owner, real estate agent, CCIM Designee—the highest accreditation in commercial real estate—and a Certified Real Estate Pricing Specialist.

In short, we are fully trained experts dedicated to enhancing asset value and helping our clients maximize the financial potential of their rental properties.

We are so confident in our abilities, you can opt out of services with a 30-day notice.

Our Team

Laura Wright
Director of Property Management
& Business Operations



I have been with Indiana Property LLC since its inception and have played a key role in building a management company that truly stands apart—one that prioritizes property owners while also fostering positive relationships with tenants and subcontractors.

I bring extensive expertise in pricing analysis, return-on-investment calculations, market data evaluation, and property management. In addition to serving as Director of Property Management and Business Operations, I also own and operate a full-service real estate brokerage, PPG Real Estate.

My professional credentials include a Bachelors Degree in Business Administration with a minor in General Studies, Realtor, Managing Broker, CCIM Designee (The Gold Standard in Commercial Real Estate Certification- less than 7% of Commercial Agents Hold This), NARPM Certification (National Association of Residential Property Management), and a Real Estate Pricing Specialist.

Our Team - Cont.



Stephanie Colvin
Property Manager & Marketing Manager

I have been with Indiana Property LLC since 2024, and while property management was not initially my planned career path, I quickly discovered a natural aptitude for it. I am highly organized, excel in customer service, and have a strong ability to develop and implement technology-driven processes that enhance efficiency across our operations.

I hold a degree in Business Management and am currently pursuing my real estate license certification. As part of the marketing responsibilities within my role, I am also a professional photographer, ensuring our properties are presented at their best through high-quality visual marketing.

While employed here, I have also successfully assisted with the startup of a sister company, contributing to its launch and operational development.

As the primary point of contact for our tenants, I focus on providing prompt, professional support while ensuring smooth communication and effective resolution of concerns.

Our Team - Cont.

Jeremy Sherwood
Property Preservation Specialist



As our Property Preservation Specialist, I plays an important role in keeping our properties well-maintained and ensuring that both owners and tenants receive the attention they deserve. I conduct property inspections, documents property conditions, and work directly with tenants to help troubleshoot and resolve minor maintenance concerns through guidance and support.

My approachable personality and ability to communicate effectively help tenants feel comfortable while making sure property owners stay informed about the condition of their investments.

Outside of property management, I serve as a varsity head coach, where I put my leadership, patience, teamwork, and communication skills to work. My experience coaching carries over into my role with our company, allowing me to work well with people, solve problems, and handle situations with professionalism and understanding.

Our Team - Cont.



Deb Johnson
Receptionist & Tenant Compliance

I have lived in Muncie my entire life and spent many years building my professional career. In April 2018, I retired from First Merchants Bank, closing a significant chapter in my career. In April 2022, I joined Indiana Property LLC on a short-term project, and as my contract was ending, I was asked to stay on as Receptionist and Tenant Compliance Manager.

Since then, I have thoroughly enjoyed being part of the team. Every day brings something new, and I love the variety my role provides—from assisting tenants and managing compliance to keeping operations running smoothly. It's a rewarding position that allows me to use my skills while learning and growing in the property management industry.

Our Services

At Indiana Property LLC, we provide comprehensive property management solutions designed to maximize your investment while keeping tenants and contractors satisfied. Our services include:

1. Rental Listing & Marketing
We ensure your property receives maximum online exposure across top platforms including Zillow, Facebook, Hotpads, My New Place, Rent Bits, Apartments.com, LoopNet, and Crexi, attracting qualified tenants quickly.

2. Managed Tenant Relationships
Our goal is simple: a happy tenant! We act as the primary point of contact for tenants, ensuring prompt communication and professional service.

3. Maintenance Management
Tenants submit maintenance requests through their online portal. Before requests reach us, Max, our AI-powered 24/7 maintenance triage bot, troubleshoots with tenants to resolve minor issues. This innovative system has significantly reduced overall maintenance requests.

4. Contractor Management
We maintain strong relationships with trusted contractors, many of whom have been with us for years. We hold high expectations for responsiveness and quality, while supporting them with materials and prompt payments. Every work order includes pictures and detailed notes to ensure transparency and accountability.

5. Timely Rent Collection
Our online platform allows tenants to pay via bank account or credit card. Automated reminders and optional automatic withdrawals help ensure on-time rent collection.

Our Services - Cont.

6. Tenant Screening
We conduct thorough screenings, including credit, income, and criminal history checks. We do not accept tenants with open collections, past due payments within the last 36 months, or evictions within the last 5 years, ensuring reliable occupants for your property.

7. Inspections
Tenants complete two self-guided inspections per year using our technology, which requires live photos of specific areas of the home. This helps us identify potential issues early, preventing costly repairs. Tenants also participate in quarterly HVAC inspections.

8. Tenant Insurance
All tenants are required to maintain renters' insurance. If they fail to do so, our Landlord Liability Program provides liability coverage billed directly to the tenant each month, protecting both owners and our company.

9. Lease & Contract Administration
Our leases are comprehensive and leave no room for ambiguity, ensuring that property owners are fully protected.

10. Owner Reporting
We provide monthly statements for each property by the 15th of the month and year-end statements for tax purposes, keeping owners fully informed and organized.

Our Clientele

We have a long list of happy and satisfied clients, that include proud owners and sellers of real estate, tenants, subcontractors, and members of local government. Below are just a few references, more are available upon request.

"I am new in the real estate business with 5 condos in the Muncie area. Laura Wright and her team at Indiana Property LLC have been a life saver for me. Under their management, my ownership and return on investments have been nothing less than superb." - Carrie Milliner, Property Owner

"Dealing with Indiana Property LLC has been such a pleasure. I receive a work order, run the service call and invoice them all thru the portal. They always pay in a timely manner, never had an issue with that. If I have a question or issue, Indiana Property always responds in a timely manner so I can complete the call. I have never had any issues with Indiana Property, and I have worked for them for 6 years. As I enter rentals, I have never had a tenant complain to me about the property manager." - Jamie Lowe, Owner, Lowe's Heating and Cooling

"I honestly appreciate you. I'm not even sure how many people I tell to look up Indiana Property. You do a great job!" - Garry Svetic, Tenant

"Indiana Property and specifically Laura has been awesome to deal with! From our personal experience with our residential apartment to business needs with our warehouse, everything has been handled in a professional and very quick manner! Top notch company, highly recommend." - Kenny Estep, Tenant

"Laura has worked for and with our different commercial real estate properties. She has successfully kept the properties lease and have dealt with our tenants in a professional and courteous manner. I am certain that anyone who would contract with her for any services will not be disappointed." - Peter Drumm, Attorney-at-Law, Property Owner

Pricing

Base Management Fee

Residential - Starting at 12% of the gross monthly rent collected
Commerical/Industrial - Contact for details

Leasing Fee's

New Lease - 2% of gross contracted rent (EX: $1000/monthly rent x 12 months = $12000 gross contracted rent = New Lease Fee of $240

Lease Renewal - 1% of gross contracted rent (EX: $1000/monthly rent x 12 months = $12000 gross contracted rent = Lease Extension Fee of $120

Property Renovation Oversight Fee's

Tenant Turn - Included in Management Fee
Moderate Renovation - $500 Fee
Major Renovation - $1000+ Fee