



CLOVER  
RESIDENTIAL

# Rental Management

SERVICE YOU CAN RELY ON





## Here When You Need Us

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When you're facing the complexities of managing a residential rental, you need professionals you can trust. Our goal is to care for your property like it's our own, which starts with finding the perfect tenants and continues with proper monitoring, regular maintenance, and 24/7 support.



# The Clover Difference

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## Rental Management Experts

Our specialty is the rental management of individual condos, houses, townhomes, and small unit buildings. It's what we do best, and what we've been doing for over 25 years. Our management portfolio includes more than 425 individual and select residences in the best neighbourhoods and all major rentable buildings in Victoria.

## Customized Marketing

To find ideal tenants, we present your home in its best light, covering the cost of professional photography. We then use our digital tools, social media, industry connections, and personal outreach to achieve broad exposure for your rental property. All of this is backed by our long-standing reputation in the industry.

## Good Neighbours

A good neighbour is helpful, friendly, community minded, and right there when you need them. With our office in Fairfield, we're never far from your home, ready to meet with you, quickly problem solve, and oversee daily management of your residence. Need us at a moment's notice? Simply give us a call, and we'll be there.

## Great Tenants

The tenants we find for your residence make good neighbours, too—they're reliable and responsible, the type of people who will treat your beloved home or investment property with care. To ensure they're the right fit, we rigorously assess each applicant's finances, credit reports, employment history, and references.

## A Team Effort

We're proudly collaborative, and every member of our team brings a specific area of expertise to our rental management. From accounting, to administrative support, to senior leadership, the whole Clover team works together, advocating for your needs and ensuring your property is protected.

## Driven by Relationships

We take on clients who share our values—mutual respect, trust, and open communication—and we nurture these relationships for the long term. The same goes for the tradespeople and industry professionals we partner with, whose skill, integrity, and responsiveness ensure our clients and their tenants receive exceptional service.





## Homeowners' Stories

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### Don't just take it from us...

We're proud to be a company with deep ties to our communities, and to be a team that clients trust again and again with their most important investments. Whether it's ensuring a beloved family property is well cared for or securing a great investment, our clients are taking steps to live their best lives—and we're right there with them. Read how we've made a difference for our clients.



## HEAR FROM OUR CLIENTS

### Kevin's Story

**Properties:** Several Single-Family Homes in Esquimalt, James Bay, and Gonzales in Victoria, BC

**Client's Location:** Gonzales, Victoria, BC



"In 2005, I was new to Victoria and looking to buy an investment property. I wanted to work with people who really understood the city. Luckily, I was soon touring properties with Clover, then known as Duttons, who helped me find and purchase a great home in Esquimalt. For the next seven years, they expertly managed the rental for me and when I was ready to sell, they helped me find the right buyer.

That was the beginning of our relationship. After that first property I purchased and rented out two more homes; I relied on the Clover team to guide me through the purchase and rental.

**I've worked with several rental management companies, but none match Clover's integrity and quality of service.**

Some companies are clearly motivated by the commission—they'll sign the first available tenant and hope for the best. The Clover team takes the time to do things properly the first time. I've always felt that they're looking out for my interests and won't settle for anything less than the best possible outcome."



HEAR FROM OUR CLIENTS

## James and Phyllis' Story

**Property:** Condo in Oak Bay, Victoria, BC

**Client's Location:** Oak Bay, Victoria, BC




"In 2017, we bought one of the condos in a new building in Oak Bay, about a block away from our home. This was our first investment property. It was a brand-new experience for us. Our long-standing realtor, someone we respect greatly, recommended Clover. We always say that we're lucky people, and in this case, we were just as lucky: not only did we meet a property manager, but we met the *best* property manager, Zana.

From the start, Zana, Sarah, and the Clover team have taken ownership of their responsibility for our property. They're accountable.

Since starting our relationship in 2020, we've relied on their experience and wisdom to make great decisions, from choosing the right tenants to managing any challenges that pop up.

It's been such an effortless experience that sometimes we even forget that we own an investment property—it's that easy and stress-free. We appreciate the income from the property, of course, but we also like that good people are living in our condo and making it their own. We would give more than 5 out of 5 stars to Clover."





HEAR FROM OUR CLIENTS

## Devon's Story

**Property:** A Single-Family Home  
in Oak Bay, Victoria, BC

**Client's Location:** Oak Bay, Victoria, BC

"In the summer of 2021, my husband and I bought a house in Victoria. We were living in Vancouver and still had commitments there, so we couldn't move immediately. Our realtor suggested we contact Clover, and before long Zana and her team had found tenants and were managing the new house.

**That experience went incredibly well, and I was so impressed by Clover's approach: thorough and organized but also friendly and approachable.**

Since this was my first time owning property, I turned to Zana as a deeply knowledgeable guide—she showed me what to look out for and how to care for our new home. When we moved into our Victoria home in August 2022, I even joked to Zana, 'Can you keep managing the house forever?' She and her team were that good."





## What to Expect

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## Prioritizing Your Goals

We're strong believers in finding the right fit, and we go the extra mile to understand our clients' circumstances, needs, and aspirations. Before anything else happens, we meet with you to discuss your values and goals—where you want to be and how we can help you get there.



## OUR SERVICES

### You Can Trust Us to Get It Done

- ✓ Accounting and Monthly Statements
- ✓ Rigorous Screening for Quality Tenants
- ✓ Regularly Scheduled Inspections
- ✓ Professional Marketing Strategies
- ✓ Quality Maintenance
- ✓ Emergency Services 24/7
- ✓ Clear and Comprehensive Rental Agreement
- ✓ Move In/Out Inspections

### Thinking about selling your property?

Look no further than the **Folio Group** to help you through the journey. We're a collaborative and creative group of neighbourhood sales experts who can help you navigate the sales journey with ease and deliver exceptional results. We're proud that so many of our rental management clients turn to us when they're ready to sell or buy their next home.







# Our Process

## 01.

### INTRODUCTION + ASSESSMENT

Getting to Know Each Other

Disclosures + Process Review

Comparative Market Analysis

## 02.

### OUR CONTRACT

Contract to Manage

Share Forms + Resources

## 03.

### PROPERTY SET UP

Property Detail Record

Property On-Boarding

## 04.

### MARKETING EXPERTISE

Staging/Property Prep

Marketing + Exposure

## 05.

### FIND TENANT

Property Showings

Thorough Applicant Vetting

Feedback

## 06.

### RENTAL AGREEMENT

Agreement Draft + Negotiation

Secure Tenant

Move-In Inspection Report

## 07.

### SUCCESS

✓ Collect Rent

✓ Move In Tenant

✓ Provide Monthly Statement





## Meet Your Dedicated Team

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## Let's Work Together

The success of your real estate investment depends on having specialized experts at your side. We are that company, and we're here for you.





“I’m always looking to learn new things, and when I can share knowledge with property owners and tenants, it’s even better.”

## Zana Siskin

### **SENIOR RENTAL MANAGER, NEW BUSINESS DEVELOPMENT**


Since 2008, Zana has provided expert guidance to Clover’s clients in new business development and as the leader of our rental management team. Her invaluable legal knowledge and expertise in the Residential Tenancy Act allows her to guide clients through complex property issues and maximize their property’s potential. With over 20 years of experience in real estate management, Zana holds licenses in Rental Property Management and Strata Management and values superior tenant relations.



## Sarah Blair

### RENTAL MANAGER, NEW BUSINESS DEVELOPMENT

Sarah's diverse passions in life have led her to the dynamic field of rental management here at Clover. With an ideal blend of real estate property savvy and community-engagement experience, Sarah approaches her position as Rental Manager with positivity and a solutions-focused mindset. She is dedicated to matching Victoria residents with their ideal rental homes and supporting their tenancy needs with both efficiency and compassion.

A portrait of Sarah Blair, a woman with long, wavy brown hair, smiling gently. She is wearing a dark, pleated, long-sleeved dress with a thin gold chain necklace and a light-colored belt. The background is softly blurred, showing what appears to be an indoor setting with warm lighting.

“Homeowners get peace of mind  
and tenants get a lovely home.  
It’s really rewarding to be able to  
make these connections happen.”





“Being the first to meet new clients, I show them from day one that we’ll care for their property as if it were our own.”

## Kayla Thomas

**EXECUTIVE ASSISTANT,  
NEW BUSINESS DEVELOPMENT**

Kayla applies her extensive experience in organizational performance and client service to support the Senior Rental Manager and enhance our rental management processes. Her focus on precision and proactive communication ensures client needs are consistently met with efficiency and care. With a background in high-level coordination and team leadership, Kayla’s contributions help drive continuous improvement across our team, making her an integral part of delivering exceptional service.



## Next Steps

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### Ready to start the process?

Owning a rental property can be a rewarding journey—when you're informed and do things right from the start. We have the knowledge and expertise to help, so let's talk. We'd love to show you how we can make your real estate journey a successful one.

[hello@cloverresidential.com](mailto:hello@cloverresidential.com)







Where you want to be.  
Wherever you are.

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