

■ PropertyBlitz · Landlord Handbook

Landlord Handbook

How PropertyBlitz turnovers work, from booking to Blitz Cert™.

For landlords with 1–4 units and their realtors

Toronto & the GTA

This handbook explains how to book, what each package covers, what we need from you, and how payment, change orders and the Blitz Cert™ work. Prices are on the separate Rate Sheet.

■ Packages

Fixed pricing

3 tiers

By unit size, plus applicable taxes

■ Turnaround

A clear target

48 / 72 hrs

Targets, not guarantees

■ Every job

Blitz Cert™

Condition report

Room ratings, photos, keys

■ Inside

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How PropertyBlitz works

PropertyBlitz does tenant turnovers and listing prep for rentals in Toronto and the GTA. One booking covers the deep clean, drywall patching, interior painting, minor fixture repairs, lock changes and re-keying for houses and multiplexes and, as an optional add-on to your package, listing media (HDR photos, a Matterport 3D tour and a video reel). You don't have to coordinate cleaners, painters, locksmiths and photographers yourself.

- **Fixed package prices.** You pick a package and your unit's size bracket, and that sets the price. There are no caps on nail holes, trash bags or fixture swaps.
- **A turnaround target.** 72 hours for Turnkey Blitz, 48 hours for Express Refresh. These are targets, not guarantees (see "Turnaround targets").
- **One point of contact.** Myles Meshorer, the founder, spent 9 years in investor leasing at Royal LePage and now runs PropertyBlitz as a contractor. He does the work himself and brings in trusted trades as needed.
- **A record of the work.** Every job ends with a Blitz Cert™ condition report with before and after photos.
- **Where we work:** Toronto and the GTA, including Mississauga, Brampton, Vaughan, Markham, Richmond Hill, Oakville and Pickering.
- **Travel:** No travel fee within Toronto, Mississauga, Brampton, Vaughan, Markham, Richmond Hill, Oakville and Pickering. For properties outside these cities, any travel cost is quoted before booking.

The job, step by step

1. **You book** through the website or the client portal.
2. **You approve the quote** and pay a 50% deposit.
3. **You arrange access:** keys, elevator or loading-dock booking, and utilities on.
4. **The clock starts** once we have the keys and access, and work begins.
5. **Anything outside the package** is sent to you as a change order before we do it.
6. **Quality check.** The job has to pass PropertyBlitz QA before it can be marked complete.
7. **You get your Blitz Cert™ preview** and a payment link for the remaining 50%.
8. **You pay the balance** and the full Blitz Cert™ is released.

Booking

You can book two ways:

- **Website:** fill in the booking form at propertyblitz.co/book. It shows an estimate as you go.
- **Client portal:** at app.propertyblitz.co, use **Book a turnover** to send a request for us to review, or **Dispatch a turnover** if you're ready to book now. Dispatching creates the job and the invoice right away.

Book early. The best time to book is as soon as your tenant gives notice, so the work can start the day the unit is empty.

What we'll ask for

- Street address, city and postal code
- Square footage, bedrooms and bathrooms (your price is set by floor area)
- The package, plus any media or repair add-ons and any colour change
- The date the unit is empty and keys are available, and your preferred start date
- Access details: lockbox, concierge or KeyCafe, parking, and building rules
- Promo code, if you have one (for example GTA150; see the Rate Sheet)

Realtors can book for a landlord. If the landlord isn't on the portal yet, they'll get an email invite to join, and their unit and job will already be set up. By booking for a landlord, you confirm you have their authority to request the work, give us access and approve change orders.

Quotes are valid for about 2 weeks. Total Reset is quote-only (from \$3,200) and is priced after a walkthrough.

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Turnaround targets

Package	Turnaround
Express Refresh	48-hour target
Turnkey Blitz	72-hour target
Total Reset	Custom schedule based on scope

When the clock starts. The clock starts only once all three of these are in place:

- 1. Keys.** We've picked up the keys or fob from the lockbox, concierge or KeyCafe.
- 2. Building access.** The freight elevator and loading dock are booked and available (where the building has them).
- 3. Utilities.** Hydro and water are on.

When the clock pauses. The clock pauses while a change order is waiting for your approval, if utilities fail, or if work has to stop because of a hazard (see "Change orders"). Building rules also apply: no heavy hammering, drilling or power tools before 9:00 AM.

Targets, not guarantees. We plan every job to hit the target and track it in the portal, where you can see the clock. We'll tell you up front if a unit needs longer. There is no guarantee, SLA or credit for a missed target.

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What each package includes

Prices for every package and size bracket are on the Rate Sheet.

Tier 1: Express Refresh (48-hour target)

For fast lease turnovers with normal wear and minor cosmetic scuffs.

- Full appliance sanitation (oven, fridge, range hood, inside and out)
- Bath and shower deep descaling, tile scrub and baseboard wipe-down
- Drywall nail holes, dings and scuffs patched and blended (no hole cap)
- Entry lock changed or re-keyed in houses and multiplexes, plus a smoke/CO battery check
- Vacuuming and trash-out (no bag cap)
- Blitz Cert™ condition report

Tier 2: Turnkey Blitz (72-hour target)

For units that need a full fresh look before they're listed.

- Everything in Express Refresh
- Durable, washable neutral paint, two coats. **Standard neutral paint is included in the price.** Colour changes or dark-colour coverage are quoted extra.
- Door frame, casing and baseboard trim touch-ups
- Silicone re-caulking around the tub, shower surround and vanity sinks
- Light fixture, ceiling fan and kitchen/bath faucet swaps (no fixture cap)
- Blitz Cert™ condition report

Tier 3: Total Reset (quote only, from \$3,200)

For long tenancies, neglected units, or restoring a unit after a Landlord and Tenant Board (LTB) dispute. Priced after a walkthrough, on a custom schedule.

- Heavy drywall repairs, gouge filling and water-damage patch repairs
- Stain- and odour-blocking primer (smoke and pet)
- Full ceiling, casing, wall and door colour resets
- Junk removal and abandoned furniture disposal
- Trade work coordinated when needed (see Add-ons)
- Blitz Cert™ condition report

What the package prices assume

Express Refresh and Turnkey Blitz prices assume **normal wear and tear**. Damage beyond that is quoted as a change order before work starts. That includes holes larger than a fist, water damage, hoarding-level junk, or more than one room of heavy damage.

Add-ons

- **Listing media (add-on to a package only, not booked on its own):** HDR photos, a Matterport 3D tour and floor plan, a 60-second video reel, or all three as the Complete Media Suite. We shoot media after the work is done, so the unit is show-ready.
- **Repair add-ons:** smart lock or keypad installation, toilet replacement, junk removal, and (for Express Refresh only) faucet swaps and re-caulking. Turnkey Blitz already includes faucet swaps and re-caulking. Repair add-ons come with a package; they aren't booked as separate jobs.
- **Condo re-keying:** quoted separately, booked in advance and coordinated with building management.
- **Trade work (not a package; there is no Tier 4):** electrical, plumbing and HVAC/gas work is coordinated and billed at the trade's cost plus a 20% management fee. Work requiring a licensed trade is done by an appropriately licensed professional.

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Access & keys

You don't need to be there. Here's what we need from you:

- **Keys and fobs:** leave them in a lockbox, with the concierge or at KeyCafe, and tell us where. We log every key in the portal and tag keys with an internal job ID, never your address.
- **Locks:** in houses and multiplexes we change or re-key the entry lock. Re-keying is included for houses and multiplexes when needed; there's no credit if you skip it. Condo fobs stay with building management. We don't issue or program fobs; we only log fobs received and returned on the key sheet and the Blitz Cert™. Condo re-keying is an add-on (see Add-ons). In condos, ask management early about fobs for your next tenant.
- **Elevator and loading dock:** in condos, book the freight elevator and loading dock for our work days.
- **Building rules:** send us your condo or building rules (move hours, elevator rules, parking).
- **Utilities:** hydro and water must be on.
- **Parking:** tell us where the crew can park or unload.

How we treat your building

- We lay floor protection (Ram Board) from the suite door to the service elevator before any tools or materials come in.
- No heavy hammering, drilling or power tools before 9:00 AM.
- All sites are non-smoking and vape-free.
- We remove all debris when we leave and never use the condo garbage chute for construction waste.

When we're done, we return the keys and confirm it in the portal.

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Tenant move-out: what to expect

The smoother the move-out, the faster we can start. In the 30–60 days before the tenant leaves:

- Confirm the move-out date with the tenant in writing (email or a signed note).
- Book your turnover and listing media early.
- Arrange the return of keys, fobs and garage remotes, and decide who holds them afterwards.
- Plan the handoff of meters and utility accounts (who cancels, who starts, final readings), and make sure hydro and water stay on for our work.
- Do a move-out walkthrough, ideally with the tenant there, and take your own dated photos.

Leftover items. Every package includes trash-out with no bag cap. Hoarding-level junk or large amounts of abandoned furniture go beyond normal wear and tear and are quoted as a change order (or covered by Total Reset).

Not legal advice. We don't advise on notices, deposits, evictions or Landlord and Tenant Board matters. For those, check current Ontario Residential Tenancies Act / LTB rules or get qualified advice.

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Photos & the Blitz Cert™

Every job, in every package, ends with a **Blitz Cert™**: a condition report of the unit when we hand it back.

What's in it

- At least one before photo and one after photo of every room, taken in the portal (6 rooms for Turnkey Blitz, 4 for other packages)
- A condition rating for each room: Excellent, Good, Fair or Needs Attention
- The room checklist, any issues we found, and whether a follow-up quote is suggested
- Meter readings, when we can get to the meters
- Confirmation that keys were returned
- The cert number, address, date, crew and QA sign-off

How you get it

1. The crew finishes the work and the job passes our QA check. A job can't be completed while a change order is still waiting on you.
2. When the job is marked complete, the cert is generated automatically.
3. You, any realtors linked to the unit, and up to 10 extra people you add (for example a property manager or buyer's agent) get a **preview** copy marked "Preview — final on payment", with the payment link for the remaining 50%.
4. Once the balance is paid, the **full** Blitz Cert™ is emailed to everyone on the list and appears in your portal.

Checking a cert

Each cert carries a QR code. Scanning it, or entering the cert number on the portal at app.propertyblitz.co, confirms the cert is genuine. The check shows only the cert number, street and city, date, package and a summary: no photos, names, prices or unit numbers. A cert shows as verified once the balance is paid; until then it shows as pending.

What it is and isn't. The Blitz Cert™ is a dated, photo-based record of the unit's condition and the work we did. It is not a home inspection or a building-code compliance check.

Listing media (if you add it) is shot after the work is done. Once you've paid in full, you can use the photos, video and 3D tour to market the property, including on MLS.

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Change orders

Sometimes we find something the package doesn't cover. When that happens:

1. We document it with photos and price it as a change order.
2. You get a notification. Open the unit in the portal, go to **Change orders**, review the photos and price, then click **Approve** or **Decline**.
3. If you approve, the amount, plus applicable taxes, is added to your invoice.

We never do out-of-scope work, or charge for it, without your approval. If you decline a change order, we finish the original scope and note the item on your Blitz Cert™. You can approve it later as a separate job. If you choose to stop the job early, you pay for work completed and materials bought to date; your deposit is applied to that. The turnaround clock pauses while a change order is waiting for your answer.

Common change orders

- Damage beyond normal wear and tear (see "What the package prices assume")
- Colour changes or dark-colour coverage
- Trade work: the trade's cost plus a 20% management fee

Hazards: we stop work. If we find an active leak, asbestos, or uncontained mould over 10 sq ft, we secure the area, contact you with photos within 30 minutes, and keep work stopped until you sign a change order.

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Payments

Deposit	50% when you approve the quote. Work can't start until it's paid.
Balance	The remaining 50% is due when the job passes QA and is marked complete. You'll get the Blitz Cert™ preview with the payment link; the full cert is released once you've paid.
Tax	Prices are plus applicable taxes.
How to pay	By card through Stripe's secure checkout, from the portal's Invoices tab or the emailed payment link.
Quotes	Valid for about 2 weeks.
Travel	No travel fee within Toronto, Mississauga, Brampton, Vaughan, Markham, Richmond Hill, Oakville and Pickering. For properties outside these cities, any travel cost is quoted before booking.

Who can pay. Only the person the invoice is billed to (usually the owner) can pay it in the portal.

Refunds, cancellations and warranty claims. See "Cancellation, refunds & warranty" below.

Cancellation, refunds & warranty

These policies were approved October 15, 2026. To reach us, email myles@propertyblitz.co or call or text (437) 784-1775. Nothing here limits any rights you have under Ontario law.

Cancelling or rescheduling

Notice counts from when we receive it. "Start date" means the start date and time we confirmed for your job.

- **Before you pay the deposit:** change or cancel any time. You owe nothing.
- **48 hours or more before the start date:** reschedule or cancel for free. If you cancel, we refund your whole deposit. If you reschedule, the deposit moves to the new date, and your quoted price holds if the new date is within 30 days.
- **Less than 48 hours before the start date:** we may keep only costs we've actually incurred and can't get back (helper or photographer booking fees, building, elevator or move fees, non-returnable materials bought for your unit), capped at **25% of the quoted price** (half the deposit). We refund the rest and show you what we kept and why. If we can rebook without losing money, we waive the charge.
- **If we can't get in:** the turnaround clock starts only once we have the keys, elevator or loading-dock access, and hydro and water on. If one is missing, we log a blocker in the portal and try to sort it out that day. If we can't, it's treated as a reschedule, and the 48-hour rule applies if you gave less than 48 hours' notice of the problem.
- **Stopping after work has started:** you can stop at any time. You pay for work done so far (shown in the portal timeline and photos) plus materials bought for the job. We refund any deposit left over, or invoice the difference. You get a Blitz Cert™ for the completed work.
- **Hazards or a declined change order:** if we stop work for a hazard, you can wait or stop the job early. If you decline a change order, we finish the original scope and note the item on your Blitz Cert™. You can approve it later as a separate job. If you choose to stop the job early, you pay for work completed and materials bought to date; your deposit is applied to that.
- **If we cancel or reschedule:** we tell you as soon as we know and offer the earliest new date. You can take it or cancel for a full refund of anything paid for work not done. Turnaround is a target, so there are no other credits or penalties.
- **GTA150:** the discount moves with a rescheduled job. If you cancel, the refund is based on what you actually paid.

Refunds

Refunds go back through Stripe to the card you paid with. They show as a **Refund** line on your portal invoice, lower what you owe and are never charged again. We start refunds within 5 business days of agreeing to them; your bank may take another 5–10 business days. Any tax charged on a refunded amount is refunded with it.

- **Refunded:** cancellations under the policy above; work not performed (at the rate-sheet price where the item has one, otherwise a fair share agreed with you first, or moved to a later visit if you prefer); overpayments and duplicate payments in full.
- **Fixed, not refunded:** workmanship problems are fixed free under the warranty. We refund the affected item only if two fix attempts fail or we can't schedule the fix within the warranty timelines.
- **Not refundable:** completed work recorded in the Blitz Cert™ (unless under a warranty claim), completed approved change orders, trade work done by others (we help you pursue the trade's own warranty), delivered listing media (we fix delivery errors first), and the Blitz Cert™ itself.
- **Questions or disputes:** email myles@propertyblitz.co within 14 days of the charge. We reply within 2 business days.

14-day touch-up warranty

We give a 14-day warranty on our cosmetic in-house workmanship. The 14 days start at job completion, when the job passes QA and is marked complete in the portal, not when you pay the balance. A claim made within the 14 days is covered even if the fix happens later.

Cosmetic means appearance or finish only: a defect you can see from about 1.5 m (5 ft) in normal room lighting.

- **Covered:** paint misses, drips, runs, thin coverage, uneven sheen or patch flashing; our drywall patches shrinking, cracking or showing; our caulk peeling, splitting or gapping; loose, crooked or sticking hardware or fixtures we installed or adjusted, including a drip at a connection we made; and missed cleaning spots reported within 48 hours of completion, before anyone moves in, stages or shows the unit.
- **Not covered:** damage after completion by tenants, movers, stagers or others; normal wear and seasonal hairline cracks; pre-existing conditions recorded in the Blitz Cert™; hidden or structural defects, concealed wiring or plumbing, and building-wide systems; moisture or leak damage; defects in materials you supplied; work by outside trades; work changed by others after we left; your colour or sheen choices; listing media.

How to make a warranty claim

1. Within 14 days of completion, email myles@propertyblitz.co with the subject "Warranty – [unit or job ID]", or call or text (437) 784-1775 and then email the photos.
2. Say what's wrong and in which room, include at least one close-up and one wider photo, and tell us how we can get in.
3. We acknowledge within **1 business day**, confirm or explain our decision within **2 business days** after that, and fix covered items within **5 business days** of confirming, subject to access. Business days are Monday to Friday, excluding Ontario statutory holidays.

The fix is free (labour and materials). We add after-fix photos to the job in the portal. The fix doesn't restart the 14 days, but if the same fix fails within the original window, we come back. For occupied units, you arrange entry with the tenant. Items that aren't covered can be quoted as a change order or a new job.

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The client portal

The portal at app.propertyblitz.co is where you book, track, pay and sign off.

Getting in

- **Sign up** with your name, email and (optionally) phone, and choose Landlord / Owner or Realtor / Agent.
- **Invited by a realtor?** Click the link in your invite email and set a password. Your unit and job will already be there.
- **Forgot your password?** Reset it yourself from the sign-in page at app.propertyblitz.co.

What you'll see

- **Dashboard:** active jobs, unpaid invoices, your properties and your booking requests.
- **Unit page:** for each unit, tabs for **Turnovers** (each job's status, timeline and turnaround clock), **Invoices**, **Change orders**, **Documents**, **Handbook** (house rules for your residents) and **Maintenance**.
- **Notifications:** the bell icon shows alerts such as a change order waiting, a blocker, or "Job Completed – Blitz Cert Ready".

Who sees what

- Landlords see only their own units. Realtors see the units they manage.
- Tenants you link to a unit see the house rules, documents you share with them, and their own maintenance requests. **Tenants never see prices or estimates.**
- When a tenant files a maintenance request, you can click **Dispatch PropertyBlitz to Fix** to turn it into a job.

Coming soon: email copies of portal notifications, and uploading documents yourself.

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Communication

- **Phone:** (437) 784-1775
- **Email:** myles@propertyblitz.co
- **Web:** propertyblitz.co · Portal: app.propertyblitz.co

During a job

- Progress updates (notes and photos) appear on the job's timeline in the portal.
- Change orders, blockers and the cert come to you as portal notifications.
- If we find a hazard, we'll contact you by phone or text with photos within 30 minutes.

Tenant emergencies. For a gas smell, active leak, flooding, sparking, a CO alarm, fire or smoke, tenants should call 911 or the utility's emergency line first.

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FAQs

What's included in each package?

Express Refresh covers a deep clean with full appliance sanitation, drywall nail holes and scuffs patched (no hole cap), a deadbolt re-key or swap for houses and multiplexes (condo re-keying is a separately quoted add-on, booked ahead and coordinated with building management), a smoke/CO battery check and trash-out (no bag cap). Turnkey Blitz adds durable, washable neutral paint, two coats (paint included), a trim refresh, fixture and faucet swaps and re-caulking. Total Reset is for heavy damage and is quoted after a walkthrough (from \$3,200). Every package includes a Blitz Cert™ condition report.

How fast is it?

Our target is 48 hours for Express Refresh and 72 hours for Turnkey Blitz. The clock starts once we have the keys, elevator access and utilities on. These are targets, not guarantees, and we'll tell you up front if a unit needs longer.

Do I need to be there?

No. Leave the keys in a lockbox, with the concierge or at KeyCafe. We tag keys with a job ID, never your address.

How does payment work?

A 50% deposit when you approve your quote. The remaining 50% is due when the job passes QA and is marked complete; you'll get your Blitz Cert™ preview with the payment link, and the full cert once you've paid. Prices are in CAD, plus applicable taxes.

What if you find a bigger problem?

Prices assume normal wear and tear. If we find damage beyond that, we stop and send you a change order before doing any extra work.

Is paint included?

Yes. Turnkey Blitz includes durable, washable neutral paint, two coats. Colour changes and dark-colour coverage are quoted extra.

What's the Blitz Cert™?

A turnover condition report with before and after photos, room ratings, the checklist, issues found and keys returned. It's included with every package. It documents condition; it isn't a home inspection or code-compliance check.

What about touch-ups after you leave?

If you spot a cosmetic touch-up we missed within 14 days of job completion, tell us and we'll come back to fix it.

Do you handle electrical, plumbing or HVAC?

When a unit needs it, we coordinate it and bill it at the trade's cost plus a 20% management fee. Work requiring a licensed trade is done by an appropriately licensed professional.

Who is the GTA150 offer for?

New landlord and realtor clients get \$150 off their first Turnkey Blitz, limited to our first 10–15 jobs. It can't be combined with the All-In MLS Bundle.

Do you charge for travel?

No travel fee within Toronto, Mississauga, Brampton, Vaughan, Markham, Richmond Hill, Oakville and Pickering. For properties outside these cities, any travel cost is quoted before booking.

Do you re-key condos?

Yes, as an add-on: condo re-keying, quoted separately, booked in advance and coordinated with building management.

Where do you work?

Toronto and the GTA, including Mississauga, Brampton, Vaughan, Markham, Richmond Hill, Oakville and Pickering.

Can I cancel or reschedule?

Yes. It's free with 48 hours' notice or more. With less notice, we may keep only actual costs we can't recover, capped at 25% of the quoted price. See "Cancellation, refunds & warranty".

Do you give refunds?

Yes, for cancellations, work we didn't perform, and overpayments. Refunds go back to your card through Stripe. Workmanship problems are fixed free under the 14-day warranty first.

How do I make a warranty claim?

Within 14 days of job completion, email myles@propertyblitz.co with photos (a close-up and a wider shot). We acknowledge within 1 business day and fix covered items within 5 business days of confirming the claim.

Book a turnover or ask a question

Book online at propertyblitz.co/book or in the client portal at app.propertyblitz.co.

(437) 784-1775

myles@propertyblitz.co

All prices in CAD, plus applicable taxes. Prices effective October 1, 2026; see the Rate Sheet. See also our Terms of Use at propertyblitz.co.