DMV HOUSING

Managed: we run it for you

Our team, led by a DC-licensed property manager, works inside your own DMV Housing account, with every change it makes listed for you. Your rent keeps coming straight to you.

Price	$299 per door / month, with Pro included
Which doors	The ones you choose, minimum 1. Every other door stays on Pro, at Pro's price. A door you add later starts on Pro, and only you can make it Managed.
Billing	Monthly, by card, charged when you start. No trial. Cancel any time from Account & Billing.
Provided by	DMV Housing (BuildRace Labs LLC), with Managed and placement services by its founder, a DC-licensed property manager

What our team can do

When you start Managed, our team is added to your Property Managers page with full access. It works in your account with the same tools you have, for example:

- Read and answer your tenant messages. We are emailed when a tenant writes to you, and each message we send says it came from the DMV Housing team
- Record tenant and housing-assistance payments on your ledger, and issue receipts
- Log repairs, dispatch contractors and keep the repair history with photos
- Keep your compliance calendar: inspections, licence and lease renewals
- Prepare the RFTA package for a new lease-up and track it to move-in
- Send tenant reminders written from your lease
- Keep your listings current

Write to info@dmvhousing.org before you start to say what you want handled first.

In person, included

- One walkthrough a year for each unit, in person, with the written notice DC law requires. The photos go on your records, and your tenant can add what they see.
- A second walkthrough in the same year if you want one, at $120 per visit, agreed with you before it is booked: you book and pay for it on Properties & Units, then we set the date with you.
- Someone from our team meets the HQS inspector at the unit.
- Move-in and move-out condition photos, dated and kept with the tenancy.

What Managed does not include

- Collecting rent, paying your bills or holding security deposits. The money stays with you, and you pay contractors directly.
- Court cases. We refer you to an attorney, and your case file is ready to share with them.

What you see

- Who is in your account. Property Managers lists "DMV Housing team (Managed)" as Active for as long as you are on Managed.
- Every change, named. Property Managers > Activity lists each change the team makes, who made it and when. Pages it only looked at are not listed.
- Decisions are yours. When something needs your say, the team asks on your Decisions page. Only you can approve or decline, and your answer is kept with the date.
- A Monday email. Every Monday: decisions waiting for you, what the team changed, the payments recorded on your ledger, deadlines coming up and open repair requests — built from your own records.

What stays yours

- You own the account and every record in it: listings, tenancies, the ledger, documents.
- Rent and housing-assistance payments keep going straight to you. We never collect or hold your rent; our fee is our own service fee.
- You can keep using every tool yourself, and keep your own property manager if you have one — their changes are listed separately.

Starting Managed

1. Sign in at dmvhousing.org and open Plans & Pricing.
2. Tap Choose doors for Managed and tick the doors our team should run. The rest stay on Pro.
3. The total for both shows before you pay. Pay by card on the secure checkout, or, if you are already on Pro, confirm the switch.
4. You are brought back to your account, and our team appears on your Property Managers page.
5. If you have never set up Tenant Reminders, the monthly schedule is switched on. If you have set it, on or off, it stays as you left it. You can change it any time.

Already on Pro ($29 a month with 5 units, then $4.99 per unit)? Tap Switch to Managed, then confirm. Your subscription changes plan — you do not get a second one — and the difference is prorated. A Pro trial ends when you switch.

Leaving Managed

- Switch back to Pro on the same page, with the same two taps. The team’s access ends at once and every record stays as it is.
- Or cancel from Account & Billing to return to the free plan. The team’s access ends with the plan.
- While you are on Managed the team’s access cannot be removed on its own — it is what the plan is. Leaving Managed is how you end it.

Not built yet

- Automatic emails, such as deadline and renewal reminders, still go only to you. The team sees the same deadlines in your account.
- An overnight emergency phone line. We are lining up contractors who answer at night, and will say so here when they are in place.

Questions landlords ask

Do you collect my rent?
No. Rent and housing-assistance payments keep going straight to you. We record payments on your ledger; we never receive, hold or move them.

Who talks to my tenants?
Tenant messages still reach you as they do now. Our team is emailed too, and can read and answer them from inside your account. Each message it sends says it came from the DMV Housing team and is listed on Activity.

Can you look for a renter for a vacant unit?
Yes — that is Placement, a separate service with a flat fee by bedroom size, charged only if a lease is signed. On Managed the fee is half. See Plans & Pricing.

What happens in an emergency?
We send your tenants the emergency reminder written from your lease: for gas or fire, leave and call 911 and Washington Gas; for flooding, no heat or a break-in, call the emergency number you give. Our team then arranges the repair with a contractor, and you pay the contractor directly.

Who approves what a repair costs?
You do. Under Decisions you set a repair limit. At or under it, our team may arrange an urgent repair without waiting and it is listed for your records; above it, we ask you first and wait for your answer. Until you set one, every cost needs your approval. You pay the contractor directly either way.

Is there a minimum term?
No. Managed is billed monthly and you can switch to Pro or cancel at any time.

Is DMV Housing part of DCHA?
No. We are an independent company with no access to DCHA’s systems. DCHA makes every decision about approvals, inspections and rent.