SAMPLE / FICTIONAL. For marketing and process demo only.

Owner Statement Dispute Checklist

SAMPLE-UNIT-001 (fictional). Period reviewed 2026-07-01 to 2026-09-30.

Property	Period reviewed	Manager on statement
SAMPLE-UNIT-001 (fictional)	2026-07-01 → 2026-09-30	Horizon Sample PM LLC (fictional)

Documents assumed	Prepared
Q3 owner statement + management agreement excerpts (fictional 10% mgmt fee; maintenance markup not clearly disclosed in SAMPLE pack)	2026-11-05 (America/Los_Angeles)

Important disclaimers, read first

- This is not a CPA audit, legal opinion, appraisal, or licensed property-brokerage advice.
- We do not guarantee any refund, credit, or recovery of funds.
- Items below are questions to raise with your property manager, with document requests. You decide what to send.
- SAMPLE amounts are invented; fee patterns mirror structures discussed in public landlord forums (see SOURCES.md).

Summary

Figures as stated in the SAMPLE deliverable

Gross income lines	Fees & expenses on statement	Net to owner	Sum of flagged line amounts
$4,933.00	$4,448.30	$484.70	$3,955.00 12 issue groups (F1–F12), 13 lines. Questionable / poorly documented, not “proven overcharge”.

Clear duplicate / stack candidates 2nd/3rd cleaning, verify	~$580+	Markup vs vendor invoice deltas HVAC $77 + plumbing $18 + paint $160	~$255

> “Questionable” ≠ “fraud.” It means: ask for contract clause, vendor invoice, photos, and written explanation.
>
> How to read every item in this checklist

Findings at a glance

Sorted by suggested priority

ID	Item	Date	Invoice	Amount	Priority
F4–F6	Stacked move-out cleanings (possible duplicate)	2026-08-05 +2	No	3 × $290.00	P1
F3	Inspection / photo fee with no invoice	2026-07-22	No	−$75.00	P2
F8	Electrical trip call: no invoice, odd vendor label	2026-08-14	No	−$80.00	P2
F11	$300 reserve / “termination processing” hold + statement prep fee	2026-09-10 +1	No	−$300.00 + −$45.00	P2
F1	Maintenance oversight markup: 35% on a sub-$1k job	2026-07-08	Yes	−$297.00	P3
F2	10% maintenance markup on a small plumbing job	2026-07-15	Yes	−$198.00	P3
F12	Paint job in the 20% markup band	2026-09-12	Yes	−$960.00	P3
F7	Lock change at $550	2026-08-12	Yes	−$550.00	P4
F9	Second toilet repair shortly after the flapper job	2026-08-18	Yes	−$330.00	P4
F10	Lease renewal admin fee	2026-08-20	Yes	−$250.00	P4

P1 Possible duplicate

Stacked cleanings (F4–F6). Easiest to document as a possible duplicate.

P2 Missing invoices

F3, F8, F6 third clean, F11. Process failure regardless of amount.

P3 Markup vs contract

Markup % vs contract (F1, F2, F12). Needs the agreement text.

P4 Confirm authorization

Hold / renewal / lock (F7, F10, F11). F9 is grouped here, as in the email draft’s “other items to confirm”.

Priority follows the suggested order for your email to the PM. Bars show priority: four bars is the first thing to raise. Amounts are as billed on the SAMPLE statement; “Invoice: No” means no invoice was attached on the statement.

SAMPLE

P1 Possible duplicate

F4–F6

F4–F6 Stacked move-out cleanings (possible duplicate) — 3 × $290.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-08-05	Move-out cleaning visit 1	Sparkle Sample Cleaning	Yes	−$290.00
2026-08-07	Move-out cleaning visit 2 (same unit)	Sparkle Sample Cleaning	Yes	−$290.00
2026-08-09	Move-out cleaning visit 3 + deep-clean add-on	Sparkle Sample Cleaning	○ No	−$290.00

Issue

Three cleaning charges on the same unit within five days; the third lacks an invoice. A public TX landlord thread described multiple cleanings plus other fees in one month.

Ask your PM

1. Why three visits? Same vendor scope?
2. Provide invoices and photos for each.
3. Credit if duplicate.

Public pattern

r/Landlord (TX): should I change my property manager
https://www.reddit.com/r/Landlord/comments/18emzr3/landlord_tx_should_i_change_my_property_manager/

P2 Missing invoices

F3, F8, F11

F3 Inspection / photo fee with no invoice — −$75.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-07-22	Unit inspection / photo report	Horizon Sample PM LLC	○ No	−$75.00

Issue

No invoice attached; description vague. Owners in public threads complain about inspection fees for “a few photos” on top of % management fees.

Ask your PM

1. What was inspected? Deliver photos.
2. Is this fee in the fee schedule?

Public pattern

r/realestateinvesting: self-managing vs property manager
https://www.reddit.com/r/realestateinvesting/comments/1wczokn/selfmanaging_vs_property_manager_anyone_made_the/

F8 Electrical trip call: no invoice, odd vendor label — −$80.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-08-14	Breaker reset / electrical trip call	(inconsistent)	○ No	−$80.00

Issue

No invoice; vendor field inconsistent on SAMPLE statement.

SAMPLE

Ask your PM

1. Correct vendor invoice.
2. Tech notes.
3. Whether the trip was a tenant-caused bill-back.

F11 **$300 reserve / “termination processing” hold + statement prep fee** **−$300.00 + −$45.00**

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-09-10	Owner reserve held / “termination processing” hold	Horizon Sample PM LLC	○ No	−$300.00
2026-09-15	Owner portal “statement preparation” fee	Horizon Sample PM LLC	○ No	−$45.00

Issue

Public BiggerPockets threads discuss post-termination charges and reserve retention; separately, owners say checking statements takes longer than building them.

Ask your PM

1. Written basis for the hold.
2. When it is released.
3. Itemization.
4. Is the $45 authorized?

Public pattern

BiggerPockets: PM unreasonable charges after termination
https://www.biggerpockets.com/forums/52/topics/1288153-pm-unreasonable-charges-after-termination
BiggerPockets: checking owner statements takes longer than building them
https://www.biggerpockets.com/forums/52/topics/1318686-checking-owner-statements-takes-longer-than-building-them
BiggerPockets: ongoing billing transparency issues (PPMG / REI Nation)
https://www.biggerpockets.com/forums/92/topics/1278258-looking-for-guidance-ongoing-billing-transparency-issues-with-ppmg-rei-nation

P3 Markup vs contract

F1, F2, F12

F1 **Maintenance oversight markup: 35% on a sub-$1k job** **−$297.00**

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-07-08	HVAC filter + thermostat reset (vendor invoice $220.00)	CoolAir Sample HVAC	Yes	−$297.00

Invoice check

Vendor invoice (SAMPLE)	Billed on statement	Difference
$220.00	$297.00	+$77.00 (35%)

Issue

Billed amount = vendor + 35%. Public discussions describe tiered “maintenance oversight” markups (e.g. under $1k ≈ 35%).

Ask your PM

1. Cite the contract section authorizing this %.
2. Provide the vendor invoice PDF.
3. Confirm whether markup is on labor only or parts + labor.

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Docs to request: Vendor invoice; work order; before/after photos if required by agreement.

Public pattern: r/realestateinvesting: property management maintenance oversight fees
https://www.reddit.com/r/realestateinvesting/comments/wu0jw0/property_management_maintenance_oversight_fees/

F2 10% maintenance markup on a small plumbing job −$198.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-07-15	Toilet flapper replacement (vendor $180.00)	PipeRight Sample Plumbing	Yes	−$198.00

Invoice check

Vendor invoice	Billed on statement	Difference
$180.00	$198.00	+$18.00 (10%)

Issue: Separate public threads describe ~10% management fee plus ~10% maintenance markup.

Ask your PM:
1. Is the 10% markup in the signed agreement?
2. Was owner approval required above a threshold?

Public pattern: r/Landlord (US-UT): what PMs charge
https://www.reddit.com/r/Landlord/comments/h12dh0/landlord_usut_those_with_property_managers_what/

F12 Paint job in the 20% markup band −$960.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-09-12	Interior paint touch-up (vendor $800.00)	BrushSample Painting	Yes	−$960.00

Invoice check

Vendor invoice	Billed on statement	Difference
$800.00	$960.00	+$160.00 (20%)

Issue: +$160 aligns with public “~$1k–$5k → ~20% oversight” tier discussion.

Ask your PM:
1. Contract citation.
2. Competitive bids if the agreement requires them.
3. Invoice.

Public pattern: r/realestateinvesting: property management maintenance oversight fees
https://www.reddit.com/r/realestateinvesting/comments/wu0jw0/property_management_maintenance_oversight_fees/

SAMPLE

P4 Confirm authorization

F7, F9, F10

F7 Lock change at $550 −$550.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-08-12	Lock change after move-out	KeySample Locksmith	Yes	−$550.00

Issue

Magnitude matches complaints in the same public TX thread. May be legitimate: verify market quote and whether rekey vs full hardware.

Ask your PM

1. Invoice line items.
2. Photos.
3. Was owner pre-approval required?

Public pattern

r/Landlord (TX): should I change my property manager
https://www.reddit.com/r/Landlord/comments/18emzr3/landlord_tx_should_i_change_my_property_manager/

F9 Second toilet repair shortly after the flapper job −$330.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-08-18	Toilet repair (second visit, same fixture)	PipeRight Sample Plumbing	Yes	−$330.00

Issue

Same fixture family as July work; check warranty / callback policy. A public thread mentioned a ~$330 toilet charge.

Ask your PM

1. Was the July work under warranty?
2. Same vendor?
3. Full invoice.

Public pattern

r/Landlord (TX): should I change my property manager
https://www.reddit.com/r/Landlord/comments/18emzr3/landlord_tx_should_i_change_my_property_manager/

F10 Lease renewal admin fee −$250.00

Evidence

Date	Statement line	Vendor	Invoice	Amount
2026-08-20	Lease renewal admin fee	Horizon Sample PM LLC	Yes	−$250.00

Issue

Confirm a renewal actually occurred and the fee is authorized (public “fees on fees” discussions include renewal fees).

Ask your PM

1. Renewal documents.
2. Fee schedule citation.

Public pattern

r/realestateinvesting: self-managing vs property manager
https://www.reddit.com/r/realestateinvesting/comments/1wczokn/selfmanaging_vs_property_manager_anyone_made_the/

SAMPLE

Suggested priority order for your email to the PM

01	Stacked cleanings: easiest to document as possible duplicate.	F4–F6
02	Missing invoices: process failure regardless of amount.	F3, F8, F6, F11
03	Markup % vs contract: need agreement text.	F1, F2, F12
04	Hold / renewal / lock: confirm authorization and timing.	F7, F10, F11

What we did not do

- Did not contact your PM.
- Did not calculate “you are owed $X.”
- Did not advise terminating the PM or switching firms.
- Did not provide legal or tax advice.

Companion files

- `SAMPLE_owner_statement_2026-Q3.csv` / `.pdf`
- `pm_inquiry_email_SAMPLE.md`
- `SOURCES.md`

SAMPLE deliverable for Owner Statement Review, starter kit. Replace with client data only after paid engagement and written scope.

SAMPLE