

Owner Guide: Features & User Manual

Beyond Realty · Owner Portal · Guide for Owners

1. About Beyond Realty

Beyond Realty LLC is a licensed property management and brokerage firm in Louisiana (LA) and Texas (TX), with a bilingual (EN/ZH) team serving the major I-10 corridor cities: Lafayette, New Orleans, Baton Rouge, Lake Charles (LA); Houston, Katy, Cypress, Sugar Land, Pearland, Beaumont (TX). We provide end-to-end asset management for local and overseas landlords—from leasing and management to financial reporting.

2. Services for Owners

- **Leasing & tenant screening:** listing, background & credit checks, showings.
- **Move-in & lease:** move-in inspection, lease & disclosure signing.
- **Rent collection:** unified collection with delinquency follow-up.
- **Maintenance:** 24-hour work-order intake, licensed vendors.
- **Financial statements:** monthly income/expense reports; no management fee in vacant months.
- **Annual tax package:** one-click export of the full-year Excel tax file.
- **Compliance & documents:** statements, agreements, disclosures in one place, downloadable in portal.

3. Owner Portal User Manual

The Owner Portal is your online hub to track assets anytime. Log in via the "Log in" link at the top of the site, or open <https://www.beyondrealtyusa.com/en/portal.html> directly.

3.1 Login & Account

- Accounts are created by our admin team; self-signup is disabled.
- To open an account or reset a password, contact **(337) 967-5561** or **sophie.z@beyondrealtyusa.com**.
- Log in with email + password and complete the **slider verification**.
- **First login** (or after an admin reset) requires setting a new password: at least 6 characters, containing both letters and numbers.

3.2 Dashboard

Four key metrics on login:

Metric	Description
Properties	Total managed properties
Occupied	Rented / total
Gross monthly rent	Sum of rent for occupied units
Net YTD	Year-to-date net (income – repairs – mgmt fee)

3.3 My Properties

Table per property: address, rent, status (occupied / vacant—no fee this month), tenant, lease end (highlighted if <90 days), last payment received.

3.4 Statements & Tax Export

- "Statements" lists each month: rent income, repair expense, management fee, net (green if positive, red if negative).
- Statements are generated from **rent actually received** and **completed, settled repairs**—a month with a vacant unit or unsettled repairs may not show a row.
- The management fee is set per property (a percentage or a fixed amount) in your agreement; vacant months carry no fee.
- Click ↓ **Export Yearly Tax Records (Excel)** to download the current year's Excel tax package (one sheet per property) for filing or for your accountant. Append `?year=2025` to the export link to pull a different year.
- The portal report is a **management view**; for tax filing, rely on your official tax forms and bank statements.

3.5 Work Orders

View full work-order history: date, property, category, description, status, vendor, cost breakdown, paid by (landlord / tenant / split), completion time. Receipts and photos are uploaded by management. For higher-cost repairs we reach out to you for approval before scheduling work. If you want a spending threshold (anything above it needs your sign-off), tell your account manager and we will record it on your file.

3.6 My Documents

Management-uploaded files: statements, reports, agreements, disclosures. Only "owner-only" and "both" files show; click to download. You see your own documents and shared files—other owners' records are never shown.

3.7 Notices & Lease Renewal

- A renewal notice is pushed **60 days before lease end**.
- Reply to management directly under the notice (e.g. "Want to renew one year, open to a small rent bump" or "I will move out 11/30, please schedule inspection")—both sides see the same thread.

- When a lease end is flagged, contact your account manager to plan renewal or a new listing—starting 60–90 days ahead is the comfortable window.

4. FAQ

Q: How do I get an account? A: Accounts are created by us—contact (337) 967-5561 or sophie.z@beyondrealtyusa.com.

Q: Why no management fee in vacant months? A: Per our fee rule, no management fee is charged while a unit is vacant; the statement notes "vacant — no fee this month."

Q: Which year does the tax export cover? A: The current year by default; append `?year=2025` to the export link to specify a year.

Q: I can't log in / the slider keeps resetting. A: Check capitalization and spaces in your email and password, then drag the slider again. For a password reset or an account for a family member or partner, contact your account manager.

5. Contact

- Phone: (337) 967-5561 (24-hr inquiry line)
- Email: sophie.z@beyondrealtyusa.com
- Web: www.beyondrealtyusa.com
- Owner Portal: <https://www.beyondrealtyusa.com/en/portal.html>

Note: The portal is for managed clients' asset management. Non-clients interested in management should contact us first to open an account. For emergencies (fire, gas leak, life safety) call **911** first, then our 24-hour line.