



THE LANDLORDSOURCE
PROPERTY MANAGEMENT SYSTEMS
FOR OWNERS, TENANTS, AND VENDORS

Outline, Forms Descriptions, and Excerpts

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Product Notes:

The purpose of this product is to educate Owners, Tenants, and Vendors to how the Property Management Company operates. The materials include one manual each: owner, tenant, and vendor. There are twenty-seven (27) customizable forms included – nine (9) for each manual on the following pages, you will find:

- General outline for each manual - owner, tenant, and vendor
- Forms description for each set of forms - owner, tenant, and vendor
- 1-page each of sample text for each manual - owner, tenant, and vendor

OWNER MANUAL GENERAL OUTLINE

Welcome

- Owner Documents
- Management Company General
- Management mission statement
- Management principals

Company communication

Company website

- General office information
- Monthly newsletter
- Company Teams / Contact Information
- Company staff/personnel
- Owner communication

Email

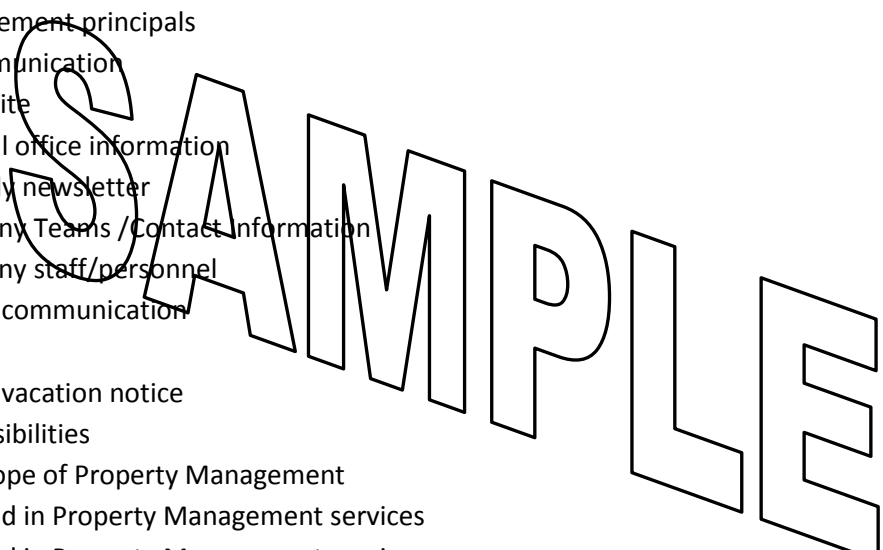
Owner vacation notice

Owner Responsibilities

- The Scope of Property Management
- Included in Property Management services
- Included in Property Management services

Company Policies

- Department of real estate requirements
- Code of ethics
- Drug-free policy
- Legislation
- Lead-based paint
- Mold issues



Answers Regarding Funds

Banking

Monthly statements

Disbursement of monthly funds

End of year procedures

Renting Your Property

Preparing to rent the property

Setting the rent

How long will the property be vacant?

Advertising/Marketing

Internet/website

Publications/newspapers

Vacancy mailbox system

Signage

Showings and applications

Processing Tenant Applications

Tenant screening

Cosigners

Pets

Service animals

The Tenant Move In

Rent and security deposits

Rental/lease agreements

Walk-through

Tenant handbook

Tenant education and preparation

Resident Emergency/Disaster Handbook

Working with Your Tenants

Collecting rent

Notice to pay or quit

Other notices

Tenant problems

Legal action

Maintenance

Preventative maintenance

Emergencies/Disaster

When the Tenant Vacates

Notice to vacate

Communication with owners and tenants

Tenant move out

Security deposit refunds

Collections

Additional Services

Referrals

- Annual survey/inspection
- Supervision of extraordinary maintenance
- Eviction protection plan
- Real Estate services
- Cancellation of Management
 - Written notice
 - Notice to current tenants
 - Distribution of documents
 - Final distribution of funds
- Conclusion

Owner Forms Included with this product

Owner Information	Enables the property management to set up the account
ACH form	Enable the property company to send your directly to the owner’s bank
Utility Authorization	Enables the property company to make payments and obtain information from the utility company when necessary
Mortgage Authorization	Enables the property company to make payments and obtain information when needed from the property owner’s mortgage company
Insurance Authorization	This form requests the insurance company issue a copy of the property insurance to the property management company and requests “additional insured” on the policy.
Change of owner inform	This document is for the owner to notify the company of any important information, such as change of tax id, address, telephone, etc.
Owner Work Request/Authorization	This is for authorizing work requests from telephone conversations with the management team.
Owner Vacation Notice	This form is for the property to use when they will be unavailable for more than two weeks so the property company is prepared in the event of an emergency.
Owner Management Agreement	This is a the agreement between Property Owner and Property Management Company

TENANT MANUAL GENERAL OUTLINE

(Company Initials) Welcomes You

(Company Initials) Personnel

Management Team:

Office Team

Sales Team (if appropriate)

Tenant Communication

Telephone calls during office hours

Voicemail

After hours calls

Emergency calls

Maintenance requests

Change of information

Email

Website

General Office Information

Protect Your Rental and Credit History

Rental/lease agreement

Moving Checklist

Utility/Cable Companies

Rental payments

Fees/charges

Maintenance reimbursement

Care of the Property

Getting to know your residence

Maintenance

Tenant Renovations/Alterations

Tenant Maintenance responsibilities

Procedures for requesting maintenance

If there is an emergency

Non-emergencies

Additional Information

Preventative cleaning tips

Additional cleaning tips

Energy saving tips

Renters insurance

Safety Tips

Vacation checklist

Holiday tips

Emergency/disasters

Drug free housing

Frequently asked questions

Giving your notice / what to do

- Setting up your move out appointment
- Preparing the Property for Move Out
- Cleaning
- Carpet Cleaning
- Draperies/window coverings/windows
- Replacements
- Pest control
- Landscape clean up
- Trash
- Painting
- Your security deposit refund

Conclusion

SAMPLE

Additional Tenant Forms Included

Moving Checklist/Utility Numbers	General utility information for new tenants
Emergency/Disaster Checklist	Emergency/Disaster information to assist tenants
ACH Form for Rental Payment	Form to enable ACH (direct deposit) rent payment
Tenant Work Order Request	A form tenants can generate for maintenance requests
Add Roommate Request	A form to enable tenants to begin the correct process of adding a roommate; this does not entitle another party to move in
Add Pet Request	A form to enable tenants to begin the correct process of adding a pet; this is not an automatic entitlement to have a pet
Cable/Satellite Dish/TV Request	A form to enable tenants to begin the correct process of requesting cable/TV, etc.
Partial Notice to Vacate from tenant	This is for a tenant to use when they intend to move but other tenants will remain in the property
Notice to Vacate from Tenant	This is for all tenants to use when everyone plans to vacate

VENDOR MANUAL GENERAL OUTLINE

Vendor Welcome

Company Information

(Company Initials) Mission Statement

(Company Initials) General Policy

(Company Initials) Principals

(Company Initials) Personnel

(Company Initials) Teams

Management Team

Office Team

Sales Team

Communication

(Company Initials) Website

Company Communication

Office Information

Vendor communication

Email

Vendor Requirements

Required vendor forms

Other vendor forms

Licenses/bonds

Insurance

Social security/Tax ID

Change of information:

Workmanship

Vehicles

Vendor communication

Vendor vacation

Vendors and tenant status

Keys/entry

Vacant properties

Occupied properties

Work order procedures

Company Work Orders

Vendor Bids

Policies Regarding Vendors Working with Tenants

Appointments with tenants

Completing the appointment

Inability to complete work

Completion of work

Financial

Billing procedures

Payment procedures

Additional Vendor Forms Included

Vendor Application	An application for vendors to submit to do work for the property management company
Vendor Agreement	An agreement between the property management company and the vendor
Vendor Information Form	Detailed information form when a vendor is accepted for working for the property management company
Vendor Change Form	This is a form for vendors to notify the property management company of a change, such as address, insurance, telephone, etc.
Work Order/Bid Request	This enables a vendor to put in a bid for work
Vendor Report	This enables a vendor to give a full report of work
Vendor Vacation Notification	This enables a vendor to notify the property management company when they intend to take time off for more than a few days
Vendor Checklist	This form enables the property management company to complete their information and file
Request for Insurance Letter	This requests the vendor to submit all insurance information required by the company

Excerpt from the Owner Manual

(Company Initials) Communication

Communication is a key to the success in any relationship and the (Company Initials)/Owner relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyer, sellers, and the public.

Company communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

(Company Initials) personnel communicate by:

Excerpt from the Tenant Manual

Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give (Company Initials) the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement...

Excerpts from the Vendor Manual

Policies Regarding Vendors Working with Tenants

Appointments with tenants

- Making the tenant appointment
 - (Company Initials) informs the tenant when taking a work order that a vendor will contact them directly.
 - (Company Initials) requires vendors to set specific appointments with tenants after receiving a work order request.
 - If vendors have difficulty reaching the tenant, they are to notify the (Company Initials) office.
- The appointment
 - Vendors are to appear clean and dressed appropriately for maintenance work.
 - Vendors are encouraged, but not required to wear clothing that identifies their company.
 - Vendors are to carry identification to show the tenant if necessary.
 - Vendors are to arrive at the appointed time or within 15 minutes.