

THE LANDLORDSOURCE
FORMS, LETTERS, AND AGREEMENTS DESCRIPTIONS AND EXCERPTS
PROMAS VERSION

The LandlordSource Forms, Letters, and Agreements include 115 tenant documents and 35 owner documents, totaling 150 forms, letters, and agreements. Written in Microsoft Word®, all documents are in both a .doc and .docx format. They are located in the following file folders in the download: Tenant doc, Tenant docx, Owner doc, and Owner docx.

105 of the forms are a PROMAS merge version. PROMAS forms are indicated in red.

- 76 tenant forms
- 29 owner merge forms

The majority of these documents contain the “fill-in” fields. These documents are “protected or restricted.” This enables to user to fill in fields quickly by tabbing from field to field. To work on these documents, you must unrestricted or unprotect them. If necessary, refer to the *LandlordSource PDF Product. Instructions*, included with the product for more information. The product instructions are also located at the LandlordSource customer center,

<http://landlordsource.com/customer-center/>.

- Descriptions for Tenant Forms are located in this document on pages **1-7**
- Descriptions for Owner Forms are located in this document on pages **7-8**
- Excerpts from various forms are located in this document on pages **9-10**

Please note: If you purchased a previous version, the following charts denote the newer forms in **bright blue**.

INDEX - TENANT FORMS

Form #	PROMAS	Form title	Description
T1		Application instructions	Detailed instructions/requirements for completing the application-to-rent
T2		Application	2-page standard application-to-rent
T3		Cosigner application	2-page application for cosigner
T4		Reasonable accommodation request	A form for handicapped tenants to use to request reasonable accommodations
T5		Currently available	Computer fill-in form for current vacancy list to distribute; useful during showings
T6		Coming available	Computer fill-in form for tenants on notice to distribute; useful during showings
T7		Key checkout	Form to complete when giving a prospective applicant a key to see the property without an agent
T8		Showing disclosure	Form for disclosing items to prospective tenants, such as a death, work to be completed, etc.
T9		Application receipt	Receipt detailing costs of processing the application and asking for incomplete information. This is a requirement of some states, such as California

Form #	PROMAS	Form title	Description
T10		Verify applicant	2-page verification form to process an application and avoid writing all over the application, which many attorneys recommend. This provides an excellent record in the event there is a challenge to the decision of the application.
T11		Application status	1-page form to collect processing information on an applicant for <u>multiple tenants</u> to review the progress and determine the outcome.
T12		Verify income	1-page form to fax to an employer for employment verification
T13		Verify tenant history	1-page form letter to fax to a landlord/manager for verification of rental history
T14		Credit report request	Fill-in letter confirming a request for a credit report and putting the person requesting the report to contact the credit bureau for explanations
T15		Accept application	Fill-in 1-page letter accepting an applicant and includes instructions for renting
T16		Deny application	Fill-in 1-page letter denying a tenant application
T17		Reasonable accommodation response	This letter is used to respond to a request for reasonable accommodations for handicap Tenant
T18		Offer to rent	1-page form to take a holding deposit until executing the lease
T19		Complete renting	Formal notification to an applicant advising them what they must do to complete renting of the property
T20		Mail agreements	If approved applicants are out of town, this letter gives them instructions on how to complete renting of the property.
T21		Cancel rent offer	1-page notice to cancel the offer to rent because the approved applicant has not complied with the terms of renting the property
T22		Refund application fee	Fill-in letter for returning a processing fee when appropriate
T23	PROMAS	Lease agreement	Fill-in form: detailed 6-page lease agreement which reverts to month-to-month
T24	PROMAS	Month-to-month agreement	Fill-in form: detailed 6-page rental agreement for month-to-month
T25	PROMAS	Maintenance addendum	6-page addendum for a rental agreement outlining maintenance procedures and tenant responsibilities
T26	PROMAS	Check in addendum	This is a detailed 3-page addendum for a rental agreement for walk-through
T27	PROMAS	Lead-based disclosure	Required lead-based paint agreement for a property built prior to January 1, 1978.
T28	PROMAS	Pet addendum	Addendum detailing authorized pets and the tenant's responsibilities for their pet
T29	PROMAS	Drug free addendum	Addendum detailing and emphasizing drug-free requirements.

Form #	PROMAS	Form title	Description
T30	PROMAS	Mold/mildew addendum	Addendum for a property that is subject to mold and mildew; it outlines items that a tenant is to do to prevent mold
T31	PROMAS	Property disclosure	Addendum detailing any special disclosures such as a death in the property, etc.
T32	PROMAS	Horse addendum	Addendum detailing the specifics of having a horse on the property
T33	PROMAS	Cosigner addendum	Addendum when necessary for approved cosigner.
T34	PROMAS	No smoking addendum	Addendum specifically detailing a no smoking policy in the property
T35	PROMAS	Pool/spa/hot tub/sauna addendum	Addendum detailing requirements or rules for a pool/spa/hot tub in the property
T36	PROMAS	Furniture inventory addendum	Inventory addendum for a furnished property for a rental agreement
T37	PROMAS	Move in checklist addendum	Move in checklist to note condition
T38	PROMAS	Cancel rental agreement	Agreement to cancel right after signing and before tenant occupies the property
T39	PROMAS	Fireplace / stove addendum	An agreement that outlines the use of fireplaces or wood burning stove by the tenant
T40	PROMAS	Storage addendum	An agreement outlining additional storage unit requirements
T41	PROMAS	Bed bug Addendum	A disclosure on preventative measures for tenants
T42	PROMAS	Caregiver agreement	An agreement that outlines specifics regarding a live-in caregiver
T43	PROMAS	Military addendum	An agreement outlining the specifics when military tenants require cancellation of the lease
T44	PROMAS	Service animal agreement	An agreement for handicapped tenants who require a service animal in the property
T45	PROMAS	RV / watercraft agreement	An agreement for specifics regarding RVs and watercraft
T46	PROMAS	Tenant waiver of insurance	An agreement used when the tenant does not agree to renter's insurance
T47	PROMAS	Marijuana agreement	An agreement for tenants to sign regarding the use of medical marijuana
T48	PROMAS	Child safety agreement	An agreement regarding safety issues for tenants who have minor children in the property
T49	PROMAS	Extended guest agreement	An agreement with tenants for guests visiting for long periods
T50	PROMAS	Non-renewal notice letter	A letter that notifies the tenant that the lease will not be renewed but will still be a month-to-month tenancy
T51		Ach tenant form	Tenant authorization to transfer money out of their bank account for rent

Form #	PROMAS	Form title	Description
T52	PROMAS	Tenant welcome	Letter welcoming the new tenant and re-emphasize when rent is due and how to order maintenance
T53		Tenant work order	This is a work order that a tenant can submit.
T54		Work order (write in)	Work order to write in a tenant repair complaint
T55		Work order (computer fill in)	Work order to fill in a tenant repair complaint directly on the computer.
T56	PROMAS	Service animal violation letter	Letter notifying tenant about violations regarding their service animals
T57	PROMAS	Late fee letter	Letter putting the tenant on notice that the rent was late and a late fee is due
T58	PROMAS	NSF letter	Letter for contacting the tenant formally when unable to contact them by telephone regarding NSF funds
T59	PROMAS	Waive letter	Letter putting tenant on notice they have had an excellent payment record but that their rent was late. This waives the late fee 1 time only.
T60	PROMAS	3rd party check	Letter notifying the tenant the management company received a 3rd party check and it is not acceptable
T61	PROMAS	Noise warning notice	Letter putting the tenant on notice that they are making excessive noise and violating their rental agreement
T62	PROMAS	Personal checks	Letter putting tenants on notice they have violated their rental agreement by disbursing non-sufficient funds; a personal check is not accepted
T63	PROMAS	Eviction warning letter	Last ditch effort to coerce the tenant into paying rent after a notice to pay or quit has been served
T64	PROMAS	Unauthorized resident	Letter regarding illegal resident
T65	PROMAS	Unauthorized pet	Letter regarding illegal pet
T66	PROMAS	Change terms	A formal letter notifying the tenant of a change in terms other than a rent increase
T67	PROMAS	Letter of rent increase	A formal letter notifying the tenant of a rent increase
T68	PROMAS	Tenant billing	Letter formally requesting a tenant to reimburse the owner for funds
T69	PROMAS	Violent pet	Letter of demand that tenant remove a dangerous/violent pet
T70	PROMAS	Pending work for lead-based paint	A letter detailing required information to the tenant for pending maintenance, which may have lead base paint, with a form for them to return
T71	PROMAS	Request for survey appointment	Letter requesting a time to see the property and do a survey for the owner

Form #	PROMAS	Form title	Description
T72	PROMAS	Property survey	Detailed survey report to send to the owner; form is completed at the property, then filled in on the computer to produce a readable and professional report
T73	PROMAS	Office policy change	Letter making the tenant aware that the management company changed a policy that could affect them
T74	PROMAS	No deductions letter	A letter to tenants after they have deducted an expense from their rent ; details expectations in the future
T75	PROMAS	Pest control work letter	Letter confirming the request of the tenant for pest control work and outlines their responsibilities
T76	PROMAS	Tenant complaint form	Form giving the tenant an opportunity to air their grievances
T77	PROMAS	Rental agreement violation	Letter after a violation of the rental agreement has been noted; and requests resolution
T78	PROMAS	Owner selling	Owner has decided to sell; letter confirms the intention and that the rental agreement remains in effect
T79	PROMAS	Mold letter	Letter responding to a tenant complaint regarding mold in the property, and is under investigation
T80	PROMAS	Request new information	Letter when new information is needed from the tenant
T81	PROMAS	Smoke alarm check	Letter to the tenants requesting they test their smoke alarm, report if it is malfunctioning and a form verifying they have tested it to be returned to the Property Manager
T82	PROMAS	Cable/TV/satellite letter	Letter instructing tenants on requirements for cable/TV/satellite installation
T83	PROMAS	New management	Letter for new tenants informing them the company has taken over management of their residence
T84	PROMAS	Tenant death	Letter to remaining tenants acknowledging the death of a tenant and requesting information/resolution
T85		Tenant survey	Survey of tenant opinions whenever the management company feels it is appropriate
T86	PROMAS	Partial tenant notice letter	Letter acknowledging that a tenant has given notice, but not all; requests information from the remaining tenants
T87	PROMAS	Remove tenant addendum	Addendum to rental agreement for removal of a tenant from the residence
T88	PROMAS	Remove pet addendum	Addendum to remove pet from rental agreement, but not to refund deposit
T89	PROMAS	Add tenant addendum	Addendum to rental agreement for addition of a tenant to the property
T90	PROMAS	Add pet addendum	Addendum to rental agreement for addition of a pet to the property

Form #	PROMAS	Form title	Description
T91	PROMAS	No longer manage	Letter notifying residents the management company no longer manages the property for the owner.
T92	PROMAS	Transfer security deposit	Transfer of security deposit from current management company to another party
T93	PROMAS	Request new lease	Letter requesting the tenant sign a new lease
T94	PROMAS	Lease renewal agreement	Addendum renewing a lease and also detailing any changes to the lease
T95	PROMAS	Notice to pay or quit	Notice to pay or quit when rent is unpaid.
T96	PROMAS	Notice of charges	Notice to pay charges such as late fees, non-sufficient fund fees, etc.
T97	PROMAS	Notice of covenant	Notice to the tenant of violations to the rental agreement such as noise disturbance, lawn care, etc.
T98	PROMAS	Notice of abandonment	Notice to post on the property informing the public and/or the tenants that the Property Manager and/or owner believe the property abandoned
T99	PROMAS	Notice to enter dwelling	Notice to the tenants that Property Manager or Owner will enter the property at a designated time
T100	PROMAS	Notice to vacate to tenant	Notice to vacate to tenants when such action is needed; and when tenants are on a month-to-month agreement or pending end of lease
T101		Notice from tenant month-to-month	Form tenants fill out when they are on a month-to-month tenancy and want to vacate; advises them of obligations
T102		Notice from tenant lease	A form tenants fill out when they are on a lease and want to vacate; advises them of the obligations to the lease
T103		Release rental history	Form signed by tenants allowing the property management company to give out rental history and payments
T104	PROMAS	Assign security deposit	Form for tenant's request that another tenant be given the full security deposit and authorizes it in writing
T105		Acknowledge extension	Letter acknowledging extension of notice to or from tenant
T106		Mortgage co verification	Letter to the mortgage company requesting tenant history and informing them there is a fee due
T107	PROMAS	Move out instructions	3-page letter to tenant advising them what to do when vacating the property and detailing move-out requirements
T108		Key return	Key receipt for when a tenant brings in the keys when vacating
T109		Move out checklist	Checklist of details to perform when a tenant moves
T110		Full security deposit refund letter	Letter thanking them for their excellent tenancy and issuing a full refund

Form #	PROMAS	Form title	Description
T111		Partial security deposit refund letter	A letter detailing the partial security deposit refund and attaching bills to it
T112		No refund security deposit letter	Letter detailing to the tenant why they are not receiving a security deposit refund and attaching bills to it
T113		Second request for damages	Second request for funds due to the owner for damages after moving out.; before any further legal action taken
T114	PROMAS	Security deposit settlement	This is agreement between owner and/or owner's representative and the former tenant regarding any security settlement dispute
T115		Tenant recommendation	Form letter to give a written recommendation of a tenant

INDEX - OWNER FORMS

Form #	PROMAS	Form title	Description
L1		Management inquiry letter	Letter to send for management inquiry
L2	PROMAS	Management agreement	4-page management agreement between broker & owner
L3	PROMAS	Thank you management letter	Thank you letter for a new management account
L4		Owner Information sheet	General information sheet for owner file to track valuable information
L5		Property information form	The owner fills out this form and lists available information on the property
L6		Lease only agreement	4-page agreement for lease-only, not on-going management
L7		ACH owner authorization	Form to complete authorization by the owner to transfer funds directly into their bank account
L8	PROMAS	Request owner funds letter	Letter requesting funds from an owner for their account
L9	PROMAS	Request owner insurance letter	Letter requesting insurance from an owner for their property
L10	PROMAS	W-9 follow-up request letter	Letter requesting completions of a W-9 form from an owner for their account
L11	PROMAS	Authorize repair letter	A general letter requesting repairs and funds from an owner for their property
L12	PROMAS	Request renewal letter	Letter informing an owner of an increase to their management fee
L13	PROMAS	Management fee increase letter	Letter requesting funds from an owner for their account
L14	PROMAS	Property rented letter	Letter informing an owner that the property has been successfully rented; details funds, lease, etc.
L15	PROMAS	Tenant notice letter	Letter to the owner that a tenant has given a notice to vacate and detailing the steps that will be taken

L16	PROMAS	Change policy letter	Letter making an owner aware that there is a change of policy with management company
L17		Client survey form	Survey for owners to complete to monitor customer satisfaction and make
L18	PROMAS	Mold report letter	Letter notifies the owner that their tenant submitted a mold complaint and action is required immediately.
L19	PROMAS	Request for reasonable accommodation letter	Letter making notifying an owner of a request for reasonable accommodation by a handicapped applicant or tenant
L20	PROMAS	Notification of bed bugs letter	Letter notifying an owner of a bed bug problem in their property and steps for correction
L21	PROMAS	Untimely death letter	Letter notifying an owner of a tenant death in their property
L22	PROMAS	Asbestos notice letter	Letter notifying and owner of repairs necessary when there is asbestos involved
L23	PROMAS	Fair Housing letter	Letter notifying an owner that they are violating Fair Housing and the company will not manage under this condition
L24	PROMAS	Hoarding letter	Letter notifying an owner that the tenant has a hoarding problem and that it must be resolved
L25	PROMAS	Military service letter	Letter notifying an owner that due to military orders, it is necessary to cancel the tenant's lease
L26	PROMAS	Habitability letter	Letter notifying the owner that due to a lack of action, they have created a serious problem with habitability
L27	PROMAS	Fire prevention letter	Letter notifying an owner that necessary fire prevention steps must be taken
L28	PROMAS	Transfer security deposit	Letter transferring the security deposit to owner at their request
L29	PROMAS	Full lease payment	Letter puts the owner on notice that a prospective applicant/tenant wants to pay the entire amount of the lease, and there could be tax consequences
L30	PROMAS	Year-end policy	Letter that outlines the ending year information and what an owner should expect and what responsibility they bear
L31	PROMAS	Annual property survey	Letter accompanies an annual survey report of their property and the status of the maintenance.
L32	PROMAS	Lead-based paint letter	A letter to accompany form for owner to sign for lead-based paint disclosure
L33	PROMAS	Lead-based paint work letter	Letter notifying owner of work needed that requires vendor qualified for lead-based work and seeks authorization
L34	PROMAS	Terminate management letter	Letter notifying an owner of termination of management
L35	PROMAS	Close account letter	Final letter for ending management/transferring funds



Company Logo

MAINTENANCE ADDENDUM

ATTACHMENT #

The following are maintenance instructions for the Rental Agreement; dated «Tenant_Lease_Start» for «RecipientName» at «Unit_Address». Tenant agrees to follow the maintenance instructions, and understands they prevail unless they receive notification from Landlord and/or Landlord’s Agent.

Call (000) 000-000 to report maintenance and choose the maintenance extension # 000

- **For Emergencies**, listen to the emergency instructions CAREFULLY, and leave the information needed. It is vital you leave all necessary telephone numbers and times where (Company Name) can reach you after hours, weekends, and holidays.
- For a non-emergency, leave a message, (Company Name) will return your call the next business day.

Procedures for requesting maintenance:

1. **Before calling**, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency, such as those listed in paragraph 3. Read examples of various problems on the following page. Read these examples carefully.



Company Logo/Name

SUPPORT ANIMAL ADDENDUM

Addendum #

This agreement is an Addendum for the Rental Agreement dated «Tenant_Lease_Start» for Tenant(s), «Tenant_Legal_Tenants», for the property at «Unit_Address».

This agreement applies to Tenants who request that a Support Animal reside in the property as an accommodation for a resident who is disabled. The Tenant has supplied written verification of the disability and Landlord or Landlord’s Agent approves the Support Animal.

The use of a Support Animal in this agreement also covers the terminology of assistance animal, service animal, companion animal, comfort animal, handicapped dog, or any other term designated for a verifiable disability.

The Landlord or Landlord’s Agent grants the undersigned Tenant permission to keep the following Assistant Animal.

RENT INCREASE LETTER

October 10, 2015

«RecipientName»
«RecipientAddress_1»
«RecipientAddress_2»
«RecipientAddress_3»
«RecipientAddress_4»

Re: Rent increase

Dear «Letter_Informal_Salutation»:

At this time, this is notification that there is an increase to your monthly rent. The rent will increase from «Tenant_Rent» to «Tenant_Next_Rent_Amount» for your residence, «Unit_Address», as of «Tenant_Next_Rent_Change_Date».

This change complies with the notice requirement in your current Rental Agreement, which is currently a month-to-month agreement. The new rent is competitive with the current rental market for similar properties in the area.



Company Logo

BED BUG ADDENDUM

Addendum #

This agreement is an Addendum for the Rental Agreement dated «Tenant_Lease_Start» for Tenant(s), «Tenant_Legal_Tenants», for the property at «Unit_Address».

The undersigned tenant acknowledges and agrees to the following:

1. The Tenant agrees and understands that Bed Bugs are a serious pest infestation and the Tenant is to notify the Landlord and/or Landlord’s Agent of any Bed Bug infestation in the property immediately
2. The Tenant agrees to cooperate with any treatment of Bed Bugs and allow the Landlord and/or Landlord’s Agent to have an authorized contractor treat the premises for Bed Bugs
3. The Tenant agrees to vacate the premises if necessary for the treatment and eradication of Bed Bugs.
The Tenant agrees to take precautions to avoid any infestation of