



**RE/MAX 200 REALTY PROPERTY
MANAGEMENT DIVISION**

OWNER MANUAL

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WELCOME

Thank you for choosing RE/MAX 200 Realty Property Management Division (RM200PMD) to manage your investment. We are aware that you had many choices and we appreciate that you have selected us as your property management company.

RM200PMD works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the RM200PMD Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

RM200PMD forms have also been included with this manual. There are some to fill out upon receipt unless already you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists RM200PMD in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the RM200PMD Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. RM200PMD works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing RM200PMD as your Property Management Company. We look forward to a successful business relationship.

RE/MAX 200 REALTY PROPERTY MANAGEMENT DIVISION

OWNER DOCUMENTS

A copy of your management agreement is included with the *RM200PMD Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that RM200PMD receive all critical information as we begin management. You may have completed the documents listed below. If not, we need you to fill out and return the following documents. Please return the appropriate forms with the self-addressed envelope included for your convenience.

Owner Information

This information enables RM200PMD to set up your account.

Electronic Banking Authorization – ACH form

This form enables RM200PMD to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

Insurance Authorization

This form requests the insurance company issue a copy of your property insurance to RM200PMD and that they name RM200PMD as “additional insured” on your policy. Please send this directly to the insurance company and forward a copy of your request to RM200PMD.

As your management continues, information can change. We have included several forms for your convenience, along with self-addressed envelopes.

Change of owner inform

Notify RM200PMD of any important change when it happens – address, telephone, fax, email, etc.

Owner Work Request/Authorization

This is for authorizing work requests from telephone conversations with your management team.

Owner Vacation Notice

This is for notifying RM200PMD when you will be unavailable for more than two weeks so that RM200PMD is prepared in the event of an emergency.

RE/MAX 200 REALTY PROPERTY MANAGEMENT DIVISION

RE/MAX 200 Realty Property Management Division is a residential management company operating in Winter Park, Florida, specializing in full-service property management. The company has been operating since 1998, and is actively involved in the central Florida community.

RM200PMD is an abbreviation used in lieu of the full company name, RE/MAX 200 Realty Property Management Division, and will be used throughout the *RM200PMD Owner Manual*.

RM200PMD mission statement

The mission of RM200PMD is to provide quality service in property management and real estate sales in the central Florida community, demonstrating integrity and professionalism.

RM200PMD principals

The owners/principals of RM200PMD is Fred Thompson. With over 22 years of experience in the real estate industry. Fred Thompson provides the guidance and direction of RM200PMD. He personally oversee all contracts, policies, and procedures, and work to educate his personnel to provide excellent service to their clients.

RM200PMD COMMUNICATION

Communication is a key to the success in any relationship and the RM200PMD/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.

RM200PMD personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

RM200PMD website

RM200PMD stays current with business technology. The RM200PMD website, www.ORLrent.com, has proved to be a tremendous asset. Here are a few of the benefits for clients on the RM200PMD website:

- Prospective tenants can search our site for available rentals and download our application.
- Tenants can access important information, such as a work order request, or send RM200PMD an email from the site
- Tenants can apply to rent online.
- Tenants can pay rent online
- Owners can obtain forms or view the RM200PMD quarterly newsletter, ***Orlando Investment Properties***, online.

General office information

RM200PMD Real Estate Services, Inc. General Information	
Address information	
Mailing address	954 South Orlando Avenue Winter Park Florida 32789
Street address	954 South Orlando Avenue Winter Park Florida 32789
Communication	
Toll Free #	800-458-6863
Business #	407-571-3635
FAX #	407-388-6536
Email	info@ORLrent.com
Website	www.ORLrent.com
Office Hours	
Monday – Friday AM	8:00-12:00 pm
Monday – Friday PM	12:00-5:00 pm
Saturday	8:00am-4:00pm
Sunday	Closed
Holidays	Closed
Emergencies	
	Call 855-559-5525

Quarterly newsletter

To keep you updated on the property management industry, you will receive our client newsletter, *Orlando Investment Properties*, with your monthly statements. This information will enlighten you on many housing issues. Important changes or announcements concerning RM200PMD are also included in this publication.

TEAMS AND CONTACT INFORMATION

RM200PMD staff/personnel

We have a complete staff to assist you. What RM200PMD has found effective for servicing tenants is “Teamwork.” Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Management Team:** RM200PMD has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They focus on showing your property, processing applications, renting, managing all the many facets of tenancy, and handling the details when the tenant moves.
- **Office Team:** The office team supports all RM200PMD Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your management team.
- **Sales Team:** RM200PMD also has a sales team that can assist you with Real Estate, buying or selling. The sales team consists of experienced and licensed Real Estate agents. There is no obligation when you ask for a market analysis for the value of your current property, information for purchasing a new investment property, or available financing.

	Position	Name	Phone	Email
	Senior Property Manager	Shawn Beard MPM RMP	407-571-1404	Shawn@ORLrent.com
	Property Manager	Mo Jabr	407-571-1441	Mo@ORLrent.com
	Property Manager	Nydia Maldonado	407-571-3618	Nydia@ORLrent.com
	Director of Property Management	Fred Thompson MPM RMP	407-571-3650	Fred@ORLrent.com
	Support Staff Specialist	Angie Rodriguez	407-571-3628	Angie@ORLrent.com
	Support Staff	Jamie Faria	407-571-3635	Jamie@ORLrent.com

OWNER COMMUNICATION

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. RM200PMD needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. To assist in communicating any changes to us, we have provided the “Change of Owner Information” form with this manual that is easy to use.

Email

RM200PMD encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the RM200PMD forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. With the problems of spam, worms, viruses, Trojans, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

Owner vacation notice

RM200PMD respectfully requests that owners notify RM200PMD of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so RM200PMD is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. A convenient Vacation Notification Form is included with this manual.

OWNER RESPONSIBILITIES

A successful business relationship works both ways. RM200PMD takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify RM200PMD of any ownership change or eminent owner change for the managed property.
- Supply RM200PMD with accurate information so RM200PMD can service the management account properly.
- Review statements monthly and notify RM200PMD of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify RM200PMD if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat RM200PMD personnel with courtesy and notify RM200PMD principals if there are problems with RM200PMD personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, RM200PMD requests the owner assign a third party to represent this in this capacity.

THE SCOPE OF PROPERTY MANAGEMENT

What is included in RM200PMD Property Management services

We want you to know what RM200PMD does for you as your property management company. Therefore, RM200PMD has outlined details on our policies and procedures in future pages of this information. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

What is not included in RM200PMD Property Management services

Because RM200PMD provides owners with full service, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request, and review a paragraph that was included in your Management Agreement:

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

COMPANY POLICIES

It is very important in the field of Property Management, that RM200PMD follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers, NARPM, and the National Association of Realtors, NAR®. Additionally, we train all personnel by requiring them to read and follow the RM200PMD Property Management Policy and Procedures Manual and RM200PMD Employee Manual.

Florida Department of Real Estate requirements

The Florida Department of Real Estate requires licensing for all persons conducting Property Management Leasing and Real Estate Sales in our state. RM200PMD requires all personnel that are Brokers, Property Managers Leasing, and Real Estate Agents to have a Florida Real Estate license.

Code of ethics

RM200PMD follows the Code of Ethics outlined by both NARPM and NAR®. RM200PMD considers this a top priority in conducting business, and is required of all RM200PMD personnel.

Drug-free policy

RM200PMD has a drug-free policy for all personnel, vendors, and Tenants. RM200PMD incorporates this policy into RM200PMD rental/lease agreements, Tenant, personnel, and vendor documentation.

Legislation

RM200PMD adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts RM200PMD follows:

- Fair Housing (HUD) - RM200PMD supports and follows Fair Housing laws and guidelines; the RM200PMD office displays Fair Housing signage
- Equal Opportunity - RM200PMD is an Equal Opportunity employer; the RM200PMD office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Tenant Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- EPA – Environment Protection Agency

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for tenant housing and continues today. RM200PMD follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all Tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and RM200PMD provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. RM200PMD then forwards the required disclosure to owners for signature. We do comply with the EPA and have vendors certified in working on lead based paint homes.

Property owners and/or Property Managers must also notify Tenants, in writing, of any scheduled work necessary for lead-based paint on the property.

Mold issues

RM200PMD regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if Tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and RM200PMD takes action if a tenant reports mold. RM200PMD notifies owners as soon as practical of any mold issues so RM200PMD and/or the property owner can take the proper steps.

ANSWERS REGARDING FUNDS

When you entered into a management agreement, RM200PMD established an account for you and your property. RM200PMD recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by RM200PMD is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the Florida Real Estate Commission.

Banking

RM200PMD holds your account in a trust fund mandated by the state of Florida. This account does not earn interest. RM200PMD accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following the Florida Real Estate Commission requirements.

Monthly statements

RM200PMD Monthly statements are posted to the owners on line account along with daily activity and documents. If you have difficulty reading your monthly statement, please contact your management team. We are happy to assist you and answer your questions.

Disbursement of monthly funds

RM200PMD disburses available funds to owners around the middle of each month. If this day falls on the weekend, RM200PMD issues funds on the next business day. RM200PMD does not disburse funds on weekends and holidays. RM200PMD does NOT issue owner funds unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that RM200PMD adhere to this schedule to ensure servicing every owner's account.

RM200PMD distributes owner funds:

- ACH direct deposit – directly disbursed into an owner's bank account; RM200PMD monthly statements are available on line at www.ORLrent.com . A form to start ACH is included with this information.

End of year procedures

At the end of each year, RM200PMD is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply RM200PMD with the necessary Social Security/Tax ID information so the 1099 is accurate. RM200PMD will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another change form, please contact us.

RM200PMD also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the RM200PMD trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

Year end statements will reflect “total amounts” for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their Year end statement to their tax person along with other information for income tax reporting. RM200PMD does not issue statements to the owner’s tax prepares.

RENTING YOUR PROPERTY

Preparing to rent the property

When prospective tenants view your vacancy, RM200PMD wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey is completed. The RM200PMD management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are “for rent” in the same area, it can make it easier to rent the property. Markets change and RM200PMD advises owners on the “current rental market.”

How long will the property be vacant?

This is the most commonly asked question RM200PMD receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, RM200PMD works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have “a quality tenant.”

RM200PMD, or any other property management company, can rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

ADVERTISING/MARKETING

Internet/website

RM200PMD has found that the Internet and the RM200PMD website, www.ORLrent.com receives tremendous exposure, as well as using Rentalhomeplus.net, zillow, Hero.com, Ablewise.com, .AdsInUSA.com, Backpage.com, CoxMedia, Dothomes, ExpressNightOut.com, Feedburner, Googlebase, HotPads, HousesForRent., Inetgiant, ListHub.net, Listpic.com, Local.com, Lycos.com, MattFind.com, MediaGeneral.com, Military.com, Millionrss, My New Place, MySpaceClassifieds, Ollo, OLX, Oodle, Overstock, RealtyFeedSearch, RentList, RentSpeed, TenantPlus, Vast, VillagesList.com, WalmartClassifieds, Yakaz, Zikbay, Zilpy, MLS, Rentlizard, 42.Craigslist.

Voice Pads system

RM200PMD assigns each property a voice mailbox and places a full description for the property on our state of the art voice messaging system. When calling, prospective tenants receive all the information, including when and how they can see it. Twenty-four hours a day, seven days a week, prospects can find out the property details, the directions, showing times, required funds, etc.

Signage

RM200PMD displays “For Rent” signs prominently, and each sign carries the appropriate extension for the property. Signs promote calls. The caller can immediately access the property information and showings 24 hours a day.

Showings and applications

The RM200PMD property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our voice messaging system, and appointments by contacting the RM200PMD office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the RM200PMD office, at the property showings, and on the RM200PMD website.

PROCESSING TENANT APPLICATIONS

Tenant screening

Thorough screening is crucial to successful Property Management. RM200PMD requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership, along with a criminal background check.

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

Cosigners

RM200PMD normally does not accept cosigners. RM200PMD policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner on a property. If this is the case, RM200PMD will notify the owner, discuss the reasons, and obtain owner authorization.

Pets

Pets are reviewed and if approved by RM200PMD a Pet fee is collected. RM200PMD Has a policy of no more than two pets per property, RM200PMD can use the amount of the entire security deposit when there is animal/pet damage.

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the RM200PMD application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. If you do allow a pet, RM200PMD does not place inappropriate pets in a property.

RM200PMD recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, RM200PMD can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service animals

Special note: “Service animals” for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

THE TENANT MOVE IN

Rent and security deposits

RM200PMD does not accept personal checks prior to renting the property – we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay in full, the first month’s rent, and a security deposit, in certified funds. It is normally RM200PMD policy to require a higher security if applicant NTN score is between 60-79.

Rental/lease agreements

Once RM200PMD receives funds, a thorough rental/lease agreement with the applicant is completed along with all necessary addendums supplied by our attorney.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Walk-through

A vital part of the rental agreement is a detailed walk-through addendum performed prior to the tenant taking possession, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the RM200PMD team completes the walk-through before the tenant takes possession of the property.

The walk-through documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. RM200PMD also documents the move in with digital photos.

Tenant handbook

Tenants immediately receive the “*RM200PMD Tenant Handbook*.” This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant education and preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the “*RM200PMD Tenant Handbook*.” RM200PMD wants both owners and tenants well informed

WORKING WITH YOUR TENANTS

Collecting rent

Rents are due on the 1st day of the month and are late if not received in the RM200PMD office by 11:59pm on the 1st of the month.

RM200PMD recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If RM200PMD receives the rent prior to issuing owner funds, RM200PMD does not contact the owner unless the RM200PMD management team determines there is an ongoing rent issue.

Notice to pay or quit

If RM200PMD does not receive rent by the due date, RM200PMD prepares and delivers a timely notice to pay or quit, as the law allows. RM200PMD makes every effort to mail and post notices properly should legal action be required. If RM200PMD determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, RM200PMD contacts the property owner and works out a plan of action.

Other notices

There are other notices that may be involved with tenants. RM200PMD serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, RM200PMD contacts the owner with the information to discuss the situation.

Tenant problems

RM200PMD has years of experience handling the myriad of tenant difficulties that can occur. The RM200PMD policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. RM200PMD treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, RM200PMD contacts the owner, and works to find a solution for the problem.

Our company policy is to take a “what if” approach. RM200PMD documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what RM200PMD recognizes and works to prevent legal issues from arising.

Legal action

Although RM200PMD works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, RM200PMD will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.

MAINTENANCE

Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the RM200PMD policy.

First, RM200PMD has already started with educating the tenant by:

- Completing a detailed RM200PMD Rental Agreement, that outlines what are tenant responsibilities regarding maintenance as well as owner obligations
- Completing a walk-through documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “*RM200PMD Tenant Handbook*,” which provides additional instructions on the care of the property and how to report maintenance

We want the tenant to know from the beginning of their tenancy that the RM200PMD/landlord expectations are to “care for the property.” This approach can prevent costly maintenance.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issue and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

The RM200PMD management teams contact owners regarding maintenance above the \$250 minimum that is listed in the RM200PMD Management contract, unless the situation is an emergency.

Emergencies/Disaster

When an emergency and/or disaster strikes, RM200PMD has policies in place for the property and tenants. RM200PMD notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by RM200PMD.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

WHEN THE TENANT VACATES

Notice to vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when RM200PMD moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, walk-through, and *RM200PMD Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

RM200PMD notifies the owner in writing giving details on how they will proceed with the tenant and re-renting the property. RM200PMD immediately places the property on the market to rent unless the owner notifies RM200PMD to take other measures.

RM200PMD also responds to the tenant notice with a detailed letter detailing the steps to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant move out

RM200PMD conducts a walk-through similar to the one performed when the tenant moved into the property. RM200PMD records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant move out to document the condition of the property and support any deductions from the security deposit.

After assessments of the tenant move out, RM200PMD advises owners of any tenant damages or any maintenance required to re-rent the property.

Security deposit refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. Security deposits are returned within 15 days if no claims for damages are made.

Collections

If collecting damages is required, RM200PMD will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. RM200PMD management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. RM200PMD will supply consumer collection companies with the necessary documentation needed.

ADDITIONAL SERVICES

The following are “additional services” offered by RM200PMD to each property owner. They are not included in the fees for managing and/or leasing the property.

Referrals

Do you know someone who is looking for management services in the Central Florida Area? If so, then notify your management team. RM200PMD values their client business and believes in rewarding referrals from clients.

Annual survey/inspection

RM200PMD maintains properties as part of their property management services. This survey goes beyond overseeing normal maintenance. Annual surveys are performed during the last quarter of the year. The purpose is to check the property thoroughly each year in order to perform necessary or preventative maintenance. Our firm charges \$69 for this service.

Eviction protection plan

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The RM200PMD Eviction Protection Plan is available to you for an \$150 per year or \$15 per month. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers court cost, attorney fees, and agent appearing in court on a nonpayment of rent eviction. If you are interested, ask your management team for more information.

Real Estate services

The RE/MAX 200 Realty Sales Division is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.

CANCELLATION OF MANAGEMENT

It is the goal of RM200PMD to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the RM200PMD cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- The RM200PMD management contract accepts a 60 written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The RM200PMD policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, RM200PMD must receive the notice within seven business days of the date of the notice.
- RM200PMD does not accept cancellation of management by email due to lack of signatures.
- RM200PMD does accept fax cancellations.

Notice to current tenants

- RM200PMD will notify current tenants the date RM200PMD will no longer manage the property and that RM200PMD forwards all security deposits to the owners Florida bank account with tenant's permission per Florida state regulations.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of documents

- RM200PMD will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the RM200PMD office.

Final distribution of funds

- RM200PMD will distribute funds, including security deposits, and final statements to the owner within sixty days of the terminating date of management, as agreed in the management contract
- RM200PMD will issue a 1099 for funds collected during the current tax year when the tax year ends.

CONCLUSION

We hope you have found *RM200PMD Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information RM200PMD can provide, let us know so we can include it in the future. A reminder – do not forget to fill out the necessary RM200PMD forms and use the others when needed in the future. Call RM200PMD at any time when you need any forms.

Again, we want to thank you for your business and we look forward to a successful management relationship.

RE/MAX 200 Realty Property Management Division

Professional Residential Management