

SMARTMOVE

PROPERTY MANAGEMENT

Owner Handbook

A living addendum to the Management Agreement



CONTACT INFORMATION

Main 208-906-0196

After Hours Emergency 402-512-6423

Emergency is fire, water, gas, sewer back up, or tenant safety

hello@smartmovepm.com

www.smartmovepm.com

Fax 866-404-2381

2645 N Cole Rd, Ste A

Boise, ID 83704

WELCOME

Thank you for choosing Smart Move Property Management (SMPM) 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.

Smart Move Property Management is a property management company operating in Boise, Meridian, Eagle and Garden City, Idaho, specializing in full-service property management. The company has been operating since 2005 and is actively involved in the community. The name of our parent company is Capital Property Management, Inc and we have been doing business as SMPM since 2018.

SMPM is an abbreviation used in lieu of the full company name, Smart Move Property Management, Inc., and will be used throughout the *SMPM Owner Handbook*.

SMPM works to achieve the highest professionalism in Property Management Services. Therefore, we have prepared the Smart Move Property Management Owner Handbook 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 us immediately, using the company contact information provided.

SPECIAL NOTE

The information provided in the SMPM Owner Handbook is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change according to events that take place. SMPM 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 Smart Move Property Management as your Property Management Company. We look forward to a successful business relationship.

GENERAL MANAGEMENT

OWNER/PRINCIPAL

SMPM is under the direct supervision of Andrea Mayer, MPM®, RPM®. Holding the MPM designation puts Andrea amongst only 1% of all property managers who hold this prestigious accomplishment. She personally oversees all contracts, policies, and procedures, and works to educate the personnel to provide excellent service to our clients.

MISSION AND VISION

Our objective is to maintain and enhance your property's value by selecting responsible tenants and efficiently handling needed repairs and preventative maintenance.

We are dedicated to the successful management of your property. We process all transactions involving your property, maintain computer records that reflect all income and expenses, and provide you with a monthly owner's statement.

We screen applicants by having them complete a rental application, running a credit report, checking local and national court records, verifying employment/income, and checking rental/homeownership history.

BRINGING YOUR PROPERTY UNDER MANAGEMENT

UTILITIES

To ensure a smooth transition into property management, it is necessary to make sure the utilities are not shut off and that they are still in your name. If your utilities are shut off, it could result in serious damage to your property. SMPM will place your power and gas bills under a continuous service contract so that during future vacancies, the services will remain on and invoices are mailed to our office and paid out of your reserve funds.

REQUIRED DOCUMENTS

It is important that SMPM receive all critical information as we begin management. You may have completed the documents listed below. If not, they are available for you to download online on our website www.smartmovepm.com should you need them. Please return the appropriate forms via fax to 866-404-2381 or via email to andrea@smartmovepm.com.

To bring your property into our active inventory, we require the following seven items in our office. We must have a completed and signed:

- Management Agreement
- W-9 form
- The minimum balance reserve on your account of \$200
- \$100/\$175 start-up fee
- Direct Deposit Authorization Form
- Property Intake Form
- Working keys to your property, remotes, pool & mail keys, etc.

If the property is currently occupied, we also require a copy of the current lease as well as applications, move-in inspections, security deposit, and financial documents.

PROPERTY STANDARDS

When homeowners move from their homes and convert them into rental properties, it is common that the homeowner had become accustomed to living with minor repair problems and less than perfect interior painting. An owner often feels that a tenant can live with the

same minor flaws. But there are difficulties in this approach. In order to successfully market a property for rent, it is imperative to present a well-maintained, clean property. Not only does it set a standard of care to the applicant, but it also allows us to command higher rents and fewer days of lost rent. Most importantly, if the initial walk through inspection at the beginning of a tenancy shows areas of deficiency, then justice courts may not hold tenants to a very high standard of care upon move out if the tenant challenges the deposit refund.

Help us start a new tenancy on your home with a good relationship as opposed to a disappointed tenant that has to make demands that the house be brought to satisfactory standards. Most often, a satisfied tenant appreciates your high standards and reflects that appreciation by maintaining your property in the condition in which they received it.

The following standards have been developed as a guideline for all new properties that come into management, as well as those properties that have been with SMPM over the years.

RENT READY CONDITION

SMPM's expectation is that all properties that enter our portfolio to be "Rent Ready". Should the Owner request SMPM may assist in the first make-ready to remedy any items that are not to SMPM's standards and or needs completed prior to marketing/renting, an administrative fee of 10% of each invoice shall be paid for coordinating with the vendors, scheduling, overseeing and paying for the work.

INTERIOR MAINTENANCE

Smoke alarms must be in every bedroom and in working condition. Let us know if you believe the smoke detectors to be older than 10 years, as they should be replaced. All wiring inside and out must be to code and outlet covers or switch covers must be installed. All door locks and window locks must operate easily and effectively, with no windows painted shut. Screens and screen doors should be free of holes and fit properly. Doorstops should be installed or repaired for every door throughout the house. Sliding closet doors must be on tracks and slide easily. Fresh caulking should be applied around tubs and showers to protect the structure from mold and to provide a sanitary environment.

The kitchen and bathroom fixtures should be free of leaks and drips to avoid any future damage. Any rusted fixtures should be replaced. Toilets should flush easily and be free of any obstructions. All plugs and diverters should be in good working order. Sinks, toilets, tubs, showers, and kitchen appliances should be sparkling clean.

All walls, ceilings, and baseboards should look fresh and clean in appearance, neutral in color. All nail holes should be filled in, textured, and painted so that they blend with the rest of the walls. Any repair larger than a dime should be textured and painted. Any repair that is made when paint doesn't blend, should be painted corner to corner. If you can look down the side of the wall and see paint spots, then it most likely needs to be painted corner to corner.

Floor coverings should be clean and in good repair. Carpets should be free of stains and odors and properly stretched. All carpets should be professionally cleaned.

Windows should be clean in appearance and all window coverings should be clean and in good condition, including rods, drawstrings, wands, and slats. Please note Roman blinds are not allowed as they have been nationally recalled due to their safety hazard.

We have also partnered with a filter delivery service to send furnace filters directly to the tenant on a quarterly basis (homes that do not require a filter would be exempt). This service is at no cost to the homeowner. The filters are also stamped with the expiration date, which is helpful come inspection time.

EXTERIOR MAINTENANCE

All landscaping should be neat in appearance. Bedding areas and lawns should be free of weeds. Trees and shrubs should be trimmed back from walkways and driveway. Fencing should be in good repair with adequate locking mechanisms when required. Sprinkler systems should be maintained to protect plants, trees, and grass.

There should be no missing shingles on the roof. If gutters are present, they should be adequately attached and free of damage and clear of debris.

Any personal items or debris left behind should be removed including any chemicals other than paint. Cans, planters, hoses, or lawn equipment must be removed. Oil or grease stains on driveways, walkways, or carports should be removed.

NO HIDDEN FEES

Start Up Fee:	\$100 for Single Family, \$175 Multi-family
Tenant Procurement/Leasing Fee	\$250
Lease Renewal Fee:	\$100
Preventative Maintenance Walkthru:	\$55 report
Annual End Of Year Statement Fee:	\$10
Eviction Protection Program:	\$96 annually
Advertising (when vacant)	\$30 + Zillow Fees

RENTING YOUR PROPERTY

SETTING THE RENT

Supply and demand determine 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 SMPM advises owners on the “current rental market.” We suggest if a property is sitting vacant long, that weekly decreases to the rent be incorporated to reduce your vacancy. However, each home and each season is unique.

HOW LONG WILL THE HOME BE VACANT?

This is the most commonly asked question we receive from owners. There is no way to predict how long a property will remain on the market, even in the best market conditions. However, SMPM 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.”

SMPM, 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 expenses, headaches, and eventually another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

Once a property has been placed on the market for rent, experience has shown that it needs to be ‘freshened up’ every two-three weeks. We may need to send in a cleaner or maintenance tech to perform light cleaning, check toilets, pick up newspapers/trash, change air fresheners, remove any light debris, weeds or dead bugs, etc, at your expense.

COMMUNICATION

Communication is a key to success in any relationship and the SMPM/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, buyers, sellers, and the public.

It is important that you let us know of any significant change that can affect your account. SMPM needs to know when you are moving, changed phone numbers or emails, if you have a problem with your account if your social security number has changed to a Tax ID if you will be unreachable for a period of time or any other important information.

Another alternative is to inform your emergency contact listed on the Property Intake Form. The purpose of asking for this information is only so SMPM is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant.

SMPM encourages all owners to use email to contact us. It is fast and effective. SMPM personnel communicates by phone, fax, email, and written correspondence.

SMPM WEBSITE

SMPM works hard to utilize the most current and relevant business technologies. The SMPM website, www.smartmovepm.com, has proved to be a tremendous asset. Here are a

few of the benefits for clients on the SMPM website:

- Prospective tenants can search our site for available rentals, schedule showings, apply to rent online, and take online video tours of your property.
- Tenants have access to a portal, allowing them to update contact information, submit a maintenance request, view transaction history, or send SMPM an email from the site.
- Owners can obtain forms.
- Owner portal.

GENERAL OFFICE INFORMATION

SMPM operates at 2645 N Cole Rd, Ste A, Boise ID, 83704. Our phone number is 208-906-0196, fax number is 866-404-2381 and a general email address is hello@smartmovepm.com

OWNER RESPONSIBILITIES

SMPM takes their management responsibilities seriously, and requests owners to do the same. Owner responsibilities are:

- Notify SMPM of any ownership change or eminent owner change for the managed property.
- Supply SMPM with accurate information so we can service the management account properly.
- Review statements at least monthly and notify SMPM of any discrepancies found as soon as possible.
- 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.

DEPRECIATION- WHAT YOU NEED TO KNOW

Most of the items in and on your property depreciate. Flooring and paint are two of the biggest and most misunderstood ones. If flooring or paint needs to be replaced at the end of a tenancy, we will go off of the age of the said item, not the condition at move-in. Lifespans are usually 5 years as stated by the IRS rules allowing for useful life and depreciation.

WEAR AND TEAR

Normal wear and tear mean the deterioration that occurs based upon the use for which the rental unit is intended and without negligence, carelessness, accident, misuse, or abuse of the premises or contents by the tenants, their family, or guests. Examples could be nail holes (non-excessive) used to hang pictures, minor spot painting between tenants, traffic wear in carpet, carpet replacement after 5 years, scuffed hardwood floors, sometimes minor cleaning between tenants, worn toilet seats, re-keying or replacement of worn locks, blind replacement due to sun damage or paint flaking, caulking or any other preventative maintenance.

THE SCOPE OF PROPERTY MANAGEMENT

WHAT IS NOT INCLUDED IN MANAGEMENT SERVICES

Because SMPM provides owners with a very wide range of services, 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. There are also areas we dare not tread, such as accounting or legal advice, that require proper licensing. We ask that you remember this when making a request.

MANAGEMENT SERVICES DO NOT INCLUDE: showing the property to real estate agents, inspectors, appraisers, or prospective buyers while the property is for sale, providing on-site management, property sales, refinancing, preparing Property for sale or refinancing, supervising and coordinating modernization, rehabilitation, fire or major damage restoration projects, seasonal sprinkler maintenance, obtaining income tax, accounting or legal advice; advising on proposes new construction, debt collection, counseling, or attending Owner's association meeting and the like. If the Owner desires Management to perform services not included in normal property management or specified above, a fee shall be agreed upon for these services before work begins, subject to certain limitations imposed by law for the specialized services only authorized by licensed professionals. Should Owner desire SMPM to perform services not included in normal property management or specified above, an oversight service fee of 10% of the invoice or \$50/hr, whichever is greater, is hereby agreed upon.

If you have any questions on what is included or not included in property management, please let us know.

EVICTION PROTECTION

As a commitment to always offering a higher level of service, SMPM has implemented EVICTION PROTECTION to further protect our clients from serious financial hardship from unexpected costs incurred in removing a tenant from your home.

If an eviction becomes necessary at your property, SMPM will cover the costs, listed below, incurred in removing the tenant from your home for a low monthly commitment of \$8/mo (\$96, billed annually each January).

To lessen the financial impact of the eviction, SMPM will cover the legal expense of the court filing fees, service of court documents, attorney fees, court fees, and sheriff fees, up to \$1,000.

A typical eviction in Ada County:

Eviction Filing	\$171
Service and court processing fees	\$50
Attorney fees	\$500+
Sheriff Writ of Restitution fees	\$115
Total Estimated Costs	\$836

This program does not cover any loss of rent, property damage, lock rekeying, bankruptcy hearings, legal appeals/counterclaims by tenants, jury trials, or bond for removal of tenant belongings. It also does not cover early termination fees, tenants vacating with a military or court order clause, abandonments, or mitigated move-outs.

COMPANY POLICIES

It is very important in the field of property management, that SMPM 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 others.

CODE OF ETHICS

SMPM follows the Code of Ethics outlined by the NARPM. SMPM considers this a top priority in conducting business and is required of all SMPM personnel.

DRUG-FREE POLICY

SMPM has a drug-free policy for all personnel, vendors, and tenants. SMPM incorporates this policy into SMPM rental/lease agreements, tenant, personnel, and vendor documentation.

LEGISLATION

SMPM 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 SMPM follows:

- Fair Housing (HUD) - We support and follow Fair Housing laws and guidelines.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord-Tenant Act
- FCRA - Fair Credit Reporting Act
- Any other local or state legislation that may apply to Idaho.

LEAD BASED PAINT

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. SMPM follows all mandated federal and state guidelines for lead-based paint. All properties built prior to January 1, 1978, require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and SMPM provides them with the required EPA Pamphlet, [*Protect Your Family from Lead in the Home*](#) as published by [The Environmental Protection Agency](#).

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

SMPM 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 SMPM takes action if a tenant reports mold. SMPM notifies owners as soon as practical of any mold issues so we and/or the property owner can take the proper steps. Owners are hereby advised to immediately repair all roof, plumbing, sewage, drainage, pool, or other leaks that can cause mold, as delays can cause costly mold remediation!

ANSWERS REGARDING FUNDS

SMPM recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by SMPM is a specialized software designed to handle the many facets of property management and accurate record keeping.

BANKING

SMPM accounts for each owner's funds separately in the bank account and does not commingle funds with the company's monies. SMPM requires that all accounts maintain a positive balance, so SMPM in turn requires each property owner to be responsible to fund all expenditures in advance of their becoming due. To better enable us to pay expenditures as they become due, the owner's accounts have a required 'minimum balance' or maintenance reserve. Owners can replenish these funds via check or electronic transfer via the Owner Portal.

MONTHLY STATEMENTS

SMPM emails monthly statements to owners between the 10th and the 13th day of the month. If you have difficulty reading your monthly statement, please contact us. We are

happy to assist you and answer your questions.

DISBURSEMENT OF FUNDS

SMPM disburses available rental funds to owners electronically along with your statement. SMPM does not disburse funds on weekends and holidays. SMPM cannot issue owner checks unless there are sufficient funds in the owner's account. Unless otherwise agreed, 'available rental funds' are all monies over the maintenance reserve of \$200 and after any additional recurring monthly expenses.

NON-STANDARD BILL PAYMENTS

Per our agreement, we don't pay your mortgage, property taxes, homeowner dues, or insurance premiums. If you request that we pay any of these bills, we charge **\$10** per occurrence.

END OF YEAR PROCEDURES

SMPM is required to file 1099's for income received over \$600 and assumes the right to initiate this reporting electronically. 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. Security deposits are not included in this amount.

It is necessary that you supply SMPM with the necessary Social Security/Tax ID information so the 1099 is accurate. SMPM will send the 1099 for the rent by January 31 for the previous tax year via email. 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.

SMPM 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 SMPM trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The last statement of the year 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 owner's personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. SMPM does not issue statements to the owner's tax preparers.

BILLING RIGHTS SUMMARY

If you think your bill is wrong, or if you need more information about a transaction on your bill, write to us as soon as possible. We must hear from you no later than 60 days after we sent you the FIRST bill on which the error or problem appeared. You can telephone us but

doing so will not preserve your rights. In your letter, give us the following information: *Your name and managed property address. *The dollar amount of the suspected error, and *Describe the error and explain if you can, why you believe there is an error. If you need more information, describe the item you are unsure about. This is a summary of your rights under the Federal Fair Credit Billing Rights which governs all of our practices.

ADVERTISING/MARKETING

INTERNET/WEBSITE

Our listings are syndicated and will appear on many websites and your property will receive maximum exposure. However some come at an additional cost to you above and beyond our base price, such as Zillow, Trulia & HotPads.

SIGNAGE

SMPM displays “For Rent” signs prominently where permitted. Please let us know if your HOA or neighborhood does not allow for these signs.

VIDEO TOURS

We also film a video walk through showing of your property which will appear on the website, when appropriate. People love watching these videos from the comfort of their own home. We also find these video tours truly assist those who are searching for homes from afar and can make it so much more comforting if someone has to rent sight-unseen.

PROCESSING TENANT APPLICATIONS

RENTAL APPLICATIONS

Applications are available online at www.smartmovepm.com. Applicants pay the cost of the application.

TENANT SCREENING

Thorough screening is crucial to successful property management. SMPM 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.

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.

CO-SIGNERS

SMPM may accept a co-signer to help a renter cure lack of rental history or lack of income only. We will not allow a co-signer to cure bad credit, meaning a score of under 600.

PETS

Statistics show that more than half of all tenants have pets. By excluding pets from their property, an owner will substantially reduce the available number of tenants – which can prolong vacancy time! As such, SMPM policy is to allow pets at all properties unless specific written instructions to the contrary are provided. It is legal for property owners to discriminate against pets.

At SMPM, we require every animal to be vetted through our professional screening process. The fee for this is \$20.00 for the first pet profile and \$15.00 for each additional pet in your profile. These application fees are paid directly to our 3rd party vendor, PetScreening.com, conducting the pet screening. This screening is part of our application process and any house application received that lists a pet(s) must complete this in order to move forward with the rental application. The “Paw Score” score produced will determine the amount of the monthly pet rent and fees to the renter.

SMPM 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 applicants to disclose any 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

SMPM does not allow “payments” on security deposits – 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. The first month's rent payment is required to be in certified funds.

Security deposits are maintained by SMPM, in a true Trust Account.

LEASE AGREEMENT

Once SMPM receives the deposit, a thorough lease agreement with the applicant is completed. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter at their expense, of legal age for signing the lease agreements. SMPM will automatically pursue lease renewals unless the owner notifies us in writing not to do so. Renewal fees are due for each written lease renewal or monthly tenancy beyond the initial lease term.

TENANT HANDBOOK

Tenants receive a Tenant Handbook, at move-in. 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.

WORKING WITH YOUR TENANTS

RENT COLLECTION

Rents are due on the first day of the month and late if not received prior to the sixth day of the month.

SMPM 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. To encourage timely payments SMPM encourages Tenants to pay their rent ONLINE on our website and can use all major credit cards.

THREE DAY NOTICE TO PAY OR QUIT

If SMPM does not receive rent by the due date, SMPM prepares and delivers a 3-day eviction notice to pay or quit, as the law allows. SMPM makes every effort to mail and post notices properly should legal action be required. If SMPM determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, we contact the property owner and work out a plan of action.

OTHER NOTICES

There are other notices that may be involved with tenants. SMPM serves notices as situations warrant, such as a notice to clean up the landscape, HOA violations, 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, SMPM contacts the owner with the information to discuss the situation.

COMMUNICATIONS WITH TENANTS

SMPM prohibits direct communication between owners and tenants. This is to avoid your risk by opening gray areas. SMPM cannot effectively do our job as your agent and

advocate if we are not involved in communications.

TENANT PROBLEMS

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

TENANT HOLIDAY GIFT PROGRAM

Studies have shown that tenants who feel valued and appreciated by the owners of their homes tend to stay longer, take better care of the property, and are encouraged to make timely rent payments. Each Fall, SMPM will notify you of the opportunity to participate in our Holiday Gift Program where we send a gift to your tenant(s) on your behalf at your expense (usually \$25-100). You will have the opportunity to opt-out in writing should you prefer not to participate in this program.

MAINTENANCE

PREVENTATIVE MAINTENANCE

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

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

- Completing a detailed Rental Agreement, which includes a thorough outline of what are tenant responsibilities regarding maintenance.
- Supplying tenants with the Tenant Handbook, which provides additional instructions on the care of the property and how to report maintenance issues.

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

It is equally important to keep up with maintenance while the tenant occupies the property. When items are left to deteriorate, it usually means the owner will have to spend more in the future. 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.

We have implemented a “preventative maintenance” program twice a year. Often the minor expenditures save the most money such as door stops, new filters, checking appliances,

testing smoke alarms, adjusting doors, window latches, deadbolts, caulking, grouting, and more. Many small repair items can prevent maintenance that is more expensive. You will receive a full-color report spelling out the items they find.

We contact owners regarding maintenance above the current \$200 minimum that is listed in the Management Agreement unless the situation is an emergency. We will also frequently communicate repair information to an owner for items that are below the minimum cost as well.

EMERGENCIES

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

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 SMPM moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement and Tenant Handbook. These documents gave instructions to the tenant on how to move out.

COMMUNICATION WITH OWNER/TENANTS

SMPM notifies the owner when a tenant gives notice to vacate. Owners can assume that SMPM will automatically proceed with re-renting the property unless instructed otherwise.

SMPM also responds to the tenant notice with information 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

SMPM conducts a move-out inspection similar to the one performed when the tenant moved into the property. SMPM records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs and/or videos taken when the tenant moves out are compared to move in media to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move out, SMPM advises owners of 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 refund and/or claim is prepared in accordance with state laws. Owners receive a summary of the claim with their monthly statement, showing any deductions and monies refunded.

COLLECTION ACCOUNTS

If a balance is still owing after 30 days of the tenant's move out date, we will submit the account to collections. We found that sending it to collections rather than small claims is the best option and receives a higher level of return.

CANCELLATION OF MANAGEMENT

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

Please review the following policies for cancellation.

WRITTEN NOTICE

We require a written and signed 30-day notice to cancel your account.

NOTICE TO CURRENT TENANTS

SMPM will notify current tenants of the date SMPM will no longer manage the property and that SMPM forwards all security deposits to the Owner assuming the Owner's account is settled with SMPM.. 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

SMPM will supply current tenant documentation to the Owner assuming the Owner's account is settled with SMPM. 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.

CONTRACT CLOSE OUT/DOCUMENT STORAGE

Upon termination of this Agreement, \$100 shall be expensed to cover administrative cost to close out our contract for contacting utility companies, Tenant communication, relinquishing keys, contracts and other pertinent property details, and to keep your records filed in storage for 3 years.

FINAL DISTRIBUTION OF FUNDS

SMPM will distribute funds, including security deposits, and final statements to the owner within as agreed in the management contract. SMPM will issue a 1099 for funds collected

during the current tax year when the tax year ends.

PENALTIES/FEES

Penalties and fees may be charged for early termination of the contract, as spelled out in the Management Agreement.

CONCLUSION

If you feel there is any other information SMPM can provide, let us know so we can include it in the future. Call SMPM at any time or go to our website at www.smartmovepm.com when you need any forms.

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

Rev. Nov 2020