



OWNER MANUAL

Table of Contents

Owner Documents	8
Owner Information.....	8
Electronic Banking Authorization – ACH form	8
Mortgage Authorization.....	8
Utility Authorization	8
Insurance Authorization.....	8
Change of owner inform	8
Owner Work Request/Authorization	8
Owner Vacation Notice	8
Harvey Goodman Realtor Property Management.....	9
HGR Mgmt. mission statement	9
HGR Mgmt. principals	9
HGR Mgmt. Communication	9
Company communication	9
HGR Mgmt. website	10
General office information.....	10
Address information.....	10
Communication	10
Office Hours.....	10
Emergencies	10
Monthly newsletter.....	Error! Bookmark not defined.
Teams and contact information.....	11
HGR Mgmt. staff/personnel	11
Owner communication	11
Email.....	11
Owner vacation notice	11
Owner Responsibilities	12
The Scope of Property Management.....	12
What is included in HGR Mgmt. Property Management services	12
What is not included in HGR Mgmt. Property Management services.....	12
Company Policies	13
Department of real estate requirements.....	13
Code of ethics.....	13
Drug-free policy.....	Error! Bookmark not defined.
Legislation	13
Lead-based paint	14
Mold issues.....	14
Answers Regarding Funds	14
Banking.....	14
Monthly statements.....	14
Disbursement of monthly funds	15
End of year procedures	15

Renting Your Property	15
Preparing to rent the property.....	15
Setting the rent	16
How long will the property be vacant?	16
Advertising/Marketing.....	16
Internet/website	16
Publications/newspapers	Error! Bookmark not defined.
Vacancy mailbox system	Error! Bookmark not defined.
Signage	16
Showings and applications	16
Processing Tenant Applications	17
Tenant screening	17
Cosigners	17
Pets.....	17
Service animals.....	18
The Tenant Move In	18
Rent and security deposits	18
Rental/lease agreements	18
Walk-through	18
Tenant handbook	18
Tenant education and preparation	19
Working with Your Tenants	19
Collecting rent	19
Notice to pay or quit	19
Other notices.....	19
Tenant problems	19
Legal action	20
Maintenance	20
Preventative maintenance	20
Emergencies/Disaster	21
When the Tenant Vacates.....	21
Notice to vacate	21
Communication with owners and tenants.....	21
Tenant move out.....	21
Security deposit refunds	22
Collections	22
Additional Services.....	22
Referrals	22
Annual survey/inspection	22
Supervision of extraordinary maintenance.....	22
Eviction protection plan	Error! Bookmark not defined.
Real Estate services	23
Cancellation of Management	23
Written notice	23
Notice to current tenants.....	23

Distribution of documents	23
Final distribution of funds	23
Conclusion	24
Owner Information	25
Automated Clearing House (ACH).....	25
Owner Authorization	25
Mortgage Payment Authorization	25
Utility Authorization.....	25
Insurance Authorization	25
Owner Work Authorization.....	25
for Harvey Goodman Realtor Property Management	Error! Bookmark not defined.
Owner Vacation Notice	25
Management Agreement.....	Error! Bookmark not defined.



Welcome

Thank you for choosing Harvey Goodman Realtor Property Management (HGR Mgmt.) 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.

HGR Mgmt. works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Harvey Goodman Realtor Property Management 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.

HGR Mgmt. 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 Harvey Goodman Realtor Property Management in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the HGR Mgmt. Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. HGR Mgmt. 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 Harvey Goodman Realtor Property Management as your Property Management Company. We look forward to a successful business relationship.

OWNER DOCUMENTS

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

It is important that HGR Mgmt. 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 HGR Mgmt. to set up your account.

Electronic Banking Authorization – ACH form

This form enables HGR Mgmt. 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.

Mortgage Authorization

This form enables HGR Mgmt. to make payments and obtain information when needed from your mortgage company. Please send this directly to the mortgage company and forward a copy of your request to HGR Mgmt..

Utility Authorization

This form enables HGR Mgmt. to make payments and obtain information from the utility company when needed. Please send this directly to the utility company and forward a copy of your request to HGR Mgmt..

Insurance Authorization

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

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

HARVEY GOODMAN REALTOR PROPERTY MANAGEMENT

Harvey Goodman Realtor Property Management is a management company operating in under Harvey Goodman Realtor as a full-service residential and commercial property management company.

HGR Mgmt. is an abbreviation used in lieu of the full company name, Harvey Goodman Realtor Property Management, and will be used throughout the *HGR Mgmt. Owner Manual*.

HGR Mgmt. mission statement

The mission of HGR Mgmt. is to provide quality service in property management and real estate sales in Ohio and West Virginia demonstrating integrity and professionalism.

HGR Mgmt. principals

The principal of HGR Mgmt. is Emily Shortall, CPM, ARM, CAPS. She is one of the brokers of HGR and has collectively, over 15 years of experience in the real estate industry. Emily Shortall provides the guidance and direction of HGR Mgmt. she can be reached on her personal cell phone at 336-558-1014 They personally oversee all contracts, policies, and procedures, and work to educate their personnel to provide excellent service to their clients.

HGR MGMT. COMMUNICATION

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

HGR Mgmt. personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

HGR Mgmt. website

HGR Mgmt. stays current with business technology. The HGR Mgmt. website, www.harveyrentals.com, has proved to be a tremendous asset. Here are a few of the benefits for clients on the HGR Mgmt. 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 HGR Mgmt. an email from the site

General office information

Harvey Goodman Realtor Property Management General Information		
Address information		
Mailing address	250 West Main St	
	St. Clairsville Ohio	
Street address	Same as above	
Communication		
Business #	740-695-3131 x205	
FAX #	740-695-3168	
Email	info@harveyrentals.com	
Website	www.harveyrentals.com	
Office Hours		
	Monday – Friday AM	9-12 am
	Monday – Friday PM	1-5 pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergencies		
	Call 740-695-3131 choose emergency option,	

TEAMS AND CONTACT INFORMATION

HGR Mgmt. staff/personnel

We have a complete staff to assist you. Company Initials) has found that "Teamwork" is effective for servicing resident's needs. Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Management Team:** HGR Mgmt. 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 HGR Mgmt. 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:** HGR Mgmt. 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.

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. HGR Mgmt. 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

HGR Mgmt. encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the HGR Mgmt. 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

HGR Mgmt. respectfully requests that owners notify HGR Mgmt. 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 HGR Mgmt. 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. HGR Mgmt. takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify HGR Mgmt. of any ownership change or eminent owner change for the managed property.
- Supply HGR Mgmt. with accurate information so HGR Mgmt. can service the management account properly.
- Review statements monthly and notify HGR Mgmt. of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify HGR Mgmt. 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 HGR Mgmt. personnel with courtesy and notify HGR Mgmt. principals if there are problems with HGR Mgmt. personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, HGR Mgmt. requests the owner assign a third party to represent this in this capacity.

THE SCOPE OF PROPERTY MANAGEMENT

What is included in HGR Mgmt. Property Management services

We want you to know what HGR Mgmt. does for you as your property management company. Therefore, HGR Mgmt. 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 HGR Mgmt. Property Management services

Because HGR Mgmt. 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 HGR Mgmt. 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 HGR Mgmt. Property Management Policy and Procedures Manual and HGR Mgmt. Employee Manual.

Department of real estate requirements

The WV and Ohio Department of Real Estate requires licensing for all persons conducting Property Management and Real Estate Sales in our state. HGR Mgmt. requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a WV or OH Real Estate license.

Code of ethics

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

Legislation

HGR Mgmt. 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 HGR Mgmt. follows:

- Fair Housing (HUD) - HGR Mgmt. supports and follows Fair Housing laws and guidelines; the HGR Mgmt. office displays Fair Housing signage
- Equal Opportunity - HGR Mgmt. is an Equal Opportunity employer; the HGR Mgmt. office displays Equal Opportunity signage.
- 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
- FTC – Fair Trade Commission
- EPA – Environment Protection Agency

- Local landlord/tenant laws

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. HGR Mgmt. 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 HGR Mgmt. provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. HGR Mgmt. then forwards the required disclosure to owners for signature.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Mold issues

HGR Mgmt. 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 HGR Mgmt. takes action if a tenant reports mold. HGR Mgmt. notifies owners as soon as practical of any mold issues so HGR Mgmt. and/or the property owner can take the proper steps.

ANSWERS REGARDING FUNDS

When you entered into a management agreement, HGR Mgmt. established an account for you and your property. HGR Mgmt. recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by HGR Mgmt. is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the BBB and all state real estate regulations.

Banking

HGR Mgmt. holds your account in a trust fund mandated by the state. This account may earn interest which is retained by the company. HGR Mgmt. accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following the state real estate requirements.

Monthly statements

HGR Mgmt. does not send monthly statements to owners unless specifically requested. You can log on to your owner's portal at any time to see your statement. 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

HGR Mgmt. disburses available funds to owners on the 20th of each month. If this day falls on the weekend, HGR Mgmt. issues funds on the next business day. HGR Mgmt. does not disburse funds on weekends and holidays. HGR Mgmt. does NOT issue owner checks 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 HGR Mgmt. adhere to this schedule to ensure servicing every owner's account.

HGR Mgmt. distributes owner funds in two ways:

- ACH direct deposit – directly disbursed into an owner's bank account; HGR Mgmt. mails monthly statements after disbursement. A form to start ACH is included with this information.

End of year procedures

At the end of each year, HGR Mgmt. 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 HGR Mgmt. with the necessary Social Security/Tax ID information so the 1099 is accurate. HGR Mgmt. 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.

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

RENTING YOUR PROPERTY

Preparing to rent the property

When prospective tenants view your vacancy, HGR Mgmt. wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey is completed. The HGR Mgmt. 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 HGR Mgmt. advises owners on the “current rental market.”

How long will the property be vacant?

This is the most commonly asked question HGR Mgmt. 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, HGR Mgmt. 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.”

HGR Mgmt., 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

HGR Mgmt. has found that the Internet and the HGR Mgmt. website, www.clickharvey.com receives tremendous exposure, as well as using Zillow and other internet syndicates. HGR Mgmt. takes full advantage of this medium to reduce advertising costs and gain more exposure for your property.

Signage

HGR Mgmt. displays “For Rent” signs prominently.

Showings and applications

The HGR Mgmt. 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 HGR Mgmt office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the HGR Mgmt. office, at the property showings, and on the HGR Mgmt. website.

PROCESSING TENANT APPLICATIONS

Tenant screening

Thorough screening is crucial to successful Property Management. HGR Mgmt. 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. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

Cosigners

HGR Mgmt. normally does not accept cosigners. HGR Mgmt. 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, HGR Mgmt. will notify the owner, discuss the reasons, and obtain owner authorization.

Pets

If an owner authorizes a pet, HGR Mgmt. with charge extra to the tenant with the pet. HGR Mgmt. does not use the term “pet deposit.” By avoiding this terminology, HGR Mgmt. 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 HGR Mgmt. 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, HGR Mgmt. does not place inappropriate pets in a property.

HGR Mgmt. 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, HGR Mgmt. 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, property managers and property owners 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

HGR Mgmt. does not accept personal checks prior to renting the property and 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.

Once approved, all applicants must pay in full, a security deposit equal to 1 month’s rent.

Rental/lease agreements

Once HGR Mgmt. receives funds, a thorough rental/lease agreement with the applicant is completed. The HGR Mgmt. five-page maintenance addendum and all necessary addendums are included with this documentation.

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 with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the HGR Mgmt. team completes the walk-through with the tenant 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. HGR Mgmt. also documents the move in with digital photos.

Tenant handbook

Tenants immediately receive the “*HGR Mgmt. 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 “HGR Mgmt. Tenant Handbook.” HGR Mgmt. wants both owners and tenants well informed

Resident Emergency/Disaster Handbook

We now provide tenants with a handbook to help them to prepare for emergencies or disasters. There are conditions where Harvey Goodman Realtor Property Management cannot immediately assist them if there is a major emergency or disaster. We want them to be prepared.

WORKING WITH YOUR TENANTS

Collecting rent

Rents are due on the 5th day of the month and late if not received in the HGR Mgmt. office by the 6th of the month.

HGR Mgmt. 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 HGR Mgmt. receives the rent prior to issuing owner funds, HGR Mgmt. does not contact the owner unless the HGR Mgmt. management team determines there is an ongoing rent issue.

Notice to pay or quit

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

Other notices

There are other notices that may be involved with tenants. HGR Mgmt. 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, HGR Mgmt. contacts the owner with the information to discuss the situation.

Tenant problems

HGR Mgmt. has years of experience handling the myriad of tenant difficulties that can occur. The HGR Mgmt. policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. HGR Mgmt. treats each problem with common sense approach,

follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, HGR Mgmt. contacts the owner, and works to find a solution for the problem.

Our company policy is to take a “what if” approach. HGR Mgmt. 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 HGR Mgmt. recognizes and works to prevent legal issues from arising.

Legal action

Although HGR Mgmt. 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, HGR Mgmt. 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 HGR Mgmt. policy.

HGR Mgmt. has already started with educating the tenant by:

- Completing a detailed HGR Mgmt. Rental Agreement, which includes the five-page maintenance addendum 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 “*HGR Mgmt. 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 HGR Mgmt./property owner 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 HGR Mgmt. management teams contact owners regarding maintenance above the \$500 minimum that is listed in the HGR Mgmt. Management contract, unless the situation is an emergency.

Emergencies/Disaster

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

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.

To help you with this, we have also included our “Owner Emergency/Disaster Handbook” so you will understand what we will do if something occurs.

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 HGR Mgmt. moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *HGR Mgmt. Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

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

HGR Mgmt. also responds to the tenant notice with a detailed three-page 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

HGR Mgmt. conducts a walk-through similar to the one performed when the tenant moved into the property. HGR Mgmt. 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 assessment of the tenant move out, HGR Mgmt. 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.

Collections

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

ADDITIONAL SERVICES

The following are “additional services” offered by HGR Mgmt. 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 Ohio Valley? If so, then notify your management team. HGR Mgmt. values their client business and believes in rewarding referrals from clients.

Annual survey/inspection

HGR Mgmt. maintains properties as part of their property management services. This survey goes beyond overseeing normal maintenance.

Supervision of extraordinary maintenance

HGR Mgmt. charges a 5% construction management fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

HGR Mgmt. defines extraordinary maintenance as rehabilitation work that exceeds \$2500.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

The HGR Mgmt. policy is to consult licensed contractors for bids and solutions. Then HGR Mgmt. contacts the property owner for authorization and/or decision regarding the maintenance.

Real Estate services

The HGR Mgmt. 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 HGR Mgmt. 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 HGR Mgmt. cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- The HGR Mgmt. management contract accepts a 60 day written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The HGR Mgmt. policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, HGR Mgmt. must receive the notice within 3 business days of the date of the notice.
- HGR Mgmt. does not accept cancellation of management by email due to lack of signatures.
- HGR Mgmt. does accept fax cancellations.

Notice to current tenants

- HGR Mgmt. will notify current tenants the date HGR Mgmt. will no longer manage the property and that HGR Mgmt. forwards all security deposits to the owner.
- 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

- HGR Mgmt. 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 HGR Mgmt. office.

Final distribution of funds

- HGR Mgmt. will distribute funds, including security deposits, and final statements to the owner within 60 days of the terminating date of management, as agreed in the management contract
- HGR Mgmt. will issue a 1099 for funds collected during the current tax year when the tax year ends.

CONCLUSION

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



Harvey Goodman Realtor Property Management

OWNER INFORMATION



Please print or type so we can enter accurate information into our database, Thank You

Last Name			
First name (formal)			
Nickname			
Home #			
Home fax #			
Business #		Extension	
Work fax			
Pager #			
Mobile #		E-mail address	
Address			
City			
State		Zip code	
List Social Security # for 1099		Or Tax I.D.	
Name of spouse		Spouse nickname	
Is spouse a co-owner?	(yes) (no)		
Spouse work		Extension	
Spouse work fax #			
Spouse pager #			
Spouse cellular #			
Spouse email			
Co-owner(s)			
Split of owner ship (list name & %)		% =	% =
Split of owner ship (list name & %)		% =	% =
Co-owner(s) home #			
Co-owner(s) business #			
Co-owner address			
Is property in a trust?	(yes) (no)	Trust name	
Is property in a business name?	(yes) (no)	Name	
Emergency contact #			
Emergency contact home #			
Emergency relationship - (i.e. son, niece)			
Insurance company for property			
Insurance policy number			
Insurance agent name			

Insurance agent's telephone

AUTOMATED CLEARING HOUSE (ACH)

I authorize Harvey Goodman Realtor Property Management (originator) and _____ (originating depository financial institution) as listed below to initiate electronic entries to my account.

I accept full responsibility for the accuracy of the information given below to Harvey Goodman Realtor Property Management

This authority will remain in effect until I have cancelled this agreement in writing.

I, the undersigned, take full responsibility for the account listed below on a monthly basis and reporting any discrepancies to Harvey Goodman Realtor Property Management

I, the undersigned, understand it is my responsibility to contact Harvey Goodman Realtor Property Management immediately if I fail to receive my monthly disbursement in the account listed below.

Owner name	
Financial institution	
Type of account	<input type="checkbox"/> Checking <input type="checkbox"/> Savings
Full name on account (print)	
Account number	
Signature	
Date	

Please include a voided check or copy of a check; deposit slips are NOT accepted. Thank you.

Originating depository financial institution	
Routing number	

Accepted by:	

MORTGAGE PAYMENT AUTHORIZATION

Date	
------	--

Date: _____

To: _____

From: _____

Re: Property located at _____

I authorize Harvey Goodman Realtor Property Management to make mortgage payments to the financial institution listed below.

I accept full responsibility for the accuracy of the information given below to Harvey Goodman Realtor Property Management

Please send all mortgage coupons or notices of payment change to Harvey Goodman Realtor Property Management

This authority will remain in effect until I have cancelled this agreement in writing.

The information for Harvey Goodman Realtor Property Management is the following:

Harvey Goodman Realtor Property
Management
250 West Main Street
St. Clairsville, OH 43950
Bus: 740-695-3131
Fax: 740-695-3168
Email: info@harveyrentals.com

Owner name	
Financial institution	
Type	<input type="checkbox"/> first mortgage <input type="checkbox"/> second mortgage
Full name on account (print)	
Account number	
Signature	

UTILITY AUTHORIZATION

Date	
------	--

Date: _____

To: _____

From: _____

Re: Property located at _____

Acct: _____

I authorize my property management company, Harvey Goodman Realtor Property Management, to initiate utility service for the above reference property. Please send all billings to:

Harvey Goodman Realtor Property
 Management
 250 West Main Street
 St. Clairsville, OH 43950
 Bus: 740-695-3131
 Fax: 740-695-3168
 Email: info@harveyrentals.com

If there are questions regarding service, please contact Harvey Goodman Realtor Property Management at the above telephone number

This authority will remain in effect until I submit a cancellation request, or Harvey Goodman Realtor Property Management makes a cancellation request.

I, the undersigned, understand I still bear responsibility for all utility payments, in the event the utility company does not receive payment from any other party.

Owner name	
Owner address	

INSURANCE AUTHORIZATION

Owner signature	

Date: _____

To: _____

From: _____

Re: Property located at _____

Acct: _____

I am requesting that your company modify my rental insurance policy to add Harvey Goodman Realtor Property Management as "additional insured."

I am also requesting that you supply Harvey Goodman Realtor Property Management with a copy of my insurance policy.

Harvey Goodman Realtor Property
Management
250 West Main Street

St. Clairsville, OH 43950
Bus: 740-695-3131
Fax: 740-695-3168
Email: info@harveyrentals.com

This will remain in effect until I cancel this request in writing.

I, the undersigned, understand I still bear responsibility for all insurance payments.

Owner name	
Owner address	
Owner signature	
Date	

Please use this form to notify Harvey Goodman Realtor Property Management of information change
Check appropriate box for change, and fill in new information, Thank You

Owner Name			
Date of change			
Change of address:	<input type="checkbox"/>	List new address below	
Emergency contact change	<input type="checkbox"/>	New contact:	
Change of home #	<input type="checkbox"/>	New home #:	
Change of home fax #	<input type="checkbox"/>	New fax #	
Change of mobile #	<input type="checkbox"/>	New mobile #	
Change of cellular #	<input type="checkbox"/>	New cellular number	
E-mail address	<input type="checkbox"/>	New email address:	
Social security # changes to tax ID	<input type="checkbox"/>	New tax ID #	
New trust for 1099	<input type="checkbox"/>	Name of trust	
Insurance company change	<input type="checkbox"/>	New insurance co.	
Insurance company for property	<input type="checkbox"/>	New insurance co. add	
Insurance policy number	<input type="checkbox"/>	New policy #	
Insurance agent name	<input type="checkbox"/>	New ins. Agent name	
Insurance agent's telephone	<input type="checkbox"/>	New ins. Business #	
Mortgage company change	<input type="checkbox"/>	New mortgage company	
Mortgage policy # change	<input type="checkbox"/>	New policy #	
Mortgage address change	<input type="checkbox"/>	New mortgage address	
Mortgage company business #	<input type="checkbox"/>	New mortgage co. #	
Please list any other significant change			

Send change of information form to:

Harvey Goodman Realtor Property
Management
250 West Main Street
St. Clairsville, OH 43950
Bus: 740-695-3131
Fax: 740-695-3168
Email: info@harveyrentals.com

OWNER WORK AUTHORIZATION

Date: _____

To: _____

Harvey Goodman Realtor Property Management
Street Address
City, ST 00000

From: _____

Work required for at the property located at _____:

Funds required per telephone discussion \$ _____

Funds enclosed \$ _____

I have discussed the above work required and I am authorizing Harvey Goodman Realtor Property Management to complete the above maintenance. I have enclosed funds for the amount listed above.

I also understand that there is **5%** due for HGR Mgmt. supervision of the total bill for the work. Harvey Goodman Realtor Property Management will send a completed invoice. All outstanding funds are then due and payable upon receipt of the bill.

Property Owner Signature

OWNER VACATION NOTICE

Date: _____

To: Harvey Goodman Realtor Property Management

Attention: (Property Manager) _____

From: _____

This is information regarding a pending vacation.

Vacation time period From _____ To _____

Vacation location _____

Emergency contact # _____

Other information/instructions _____

Property Owner Signature

