Admin Assistant
System Manual

GRACE
PROPERTY MANAGEMENT & REAL ESTATE

Purpose Statement:
To improve the lives of real estate investors and residents through property management solutions.

<u>Systems Manual: Administrative Assistant</u>

<u>KRA's – Key Result Areas</u>

Templates:

<u>1.   Office Docs</u>
      a.   Behavior Values
      b.   Office Policy

<u>2.   Vendor Re-Invoicing</u>
      a.   Market Rate Schedule
      b.   M/R Re-invoice
      c.   Re-invoice spreadsheet
      d.   Trash Service spreadsheet
     dd.   Trash Service Re-Invoice Sample.pdf

<u>3.   Lease Renewals</u>
      a.   Residential Lease Renewal Form
      b.   Residential Lease Renewal -Letter
      c.   Lease Renewal E-Mail
      d.   Non-Renewal Policy
      e.   Renewal tracking Spreadsheet
      f.   Completed Renewal Spreadsheet
      g.   Lease Renewal Fee Invoice
      h.   Month-To-Month Resident Notification - Email
      i.   Owner Renewal Notification – Email
      j.   Owner MTM lease notification – EM
      k.   Receipt of renewal to tenant – EM
      l.   Renewal checklist
      m.   MTM Rate Increase Letter

Position Overview – Admin Assistant (AA)

The AA will report to the Vice President of Operations.

System Manual Overview:

The system shall run the business, and the team members shall run the system.
Systems are simply road maps or instructions that allow the Grace Management processes to be repeated and easily duplicated.

Property management done on a large scale is an extremely complex business with many moving parts. In order for Grace Property Management to be successful, it must be consistent.

The purpose of the system manual is to provide a consistent and specific way of doing business, and to ensure that each property, resident, owner, and as much as possible, each situation, are treated the same. Also to define HOW Grace Property Management will do property management.

The System Manual will provide each team member with specific KRA's (Key Result Areas) for which they are responsible and a specific measures of success for each KRA, so that each team member always knows whether or not they are succeeding.

Team members should always refer to their specific system manual to determine the answer to a question before bringing that question to the Director of Operations.

Any deviation outside of the system must be recognized as an exception to the system. While exceptions are necessary from time to time, each exception is by nature inefficient, and should therefore be avoided.

Each team member shall constantly work to improve the system. One purpose of the monthly Performance / Evaluation meeting with the Director of Operations is to ensure that on-going system improvements are suggested, discussed and implemented.
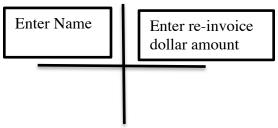
1 – Vendor Re-Invoicing
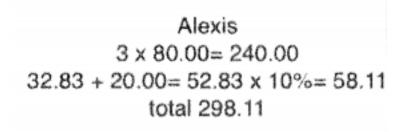# Measure of Success: Re-invoice all 3rd party vendor invoices within 48 business hours of receipt.

1. All 3rd party invoices received by the GM office will immediately be forwarded to the AA for reinvoicing.

   a. All vendors should be instructed to e-mail their invoices to Billing@RentGrace.com. This email address is an alias of the inbox of the AA's (AA@RentGrace.com)

   b. If an invoice comes to the AA with pictures attached, these pictures need to be forward along to the APC who will provide to the PMs as needed.

2. Per the terms of our management agreements – invoices for the following properties should NOT be re-invoiced with any increase. Instead the 3rd party invoices should be re-invoiced with NO increase.

   a. Yorkshire Plaza – 2200 E. 104th Ave, Thornton
   b. 17906 E. Bethany Dr., Aurora
   c. Properties OWNED, not Managed by Mara Cunningham & Alan Cunningham
   d. Properties OWNED, not Managed by DP.ORG LLC (Daniel Preshaw)

3. When the AA receives a 3rd party vendor invoice they are to log the invoice information onto the Re-invoice Spreadsheet (template 2c) using the service date as the invoice date.

   a. If while logging the vendor invoice, you see that it has already been logged, then the invoice in hand is most likely a duplicate billing invoice.

   b. The AA should research as needed to determine if the invoice in question is a duplicate invoice, or if it should be processed as a new invoice. This research is done by communicating directly with the APC (ap@RentGrace.com).

   c. If it is determined that the invoice in question IS a duplicate invoice, this duplicate invoice should be trashed.

4. Create a re-invoice using the 'M/R Invoice – GM' (template 2b)

   a. If the AA receives an invoice from a vendor for work that was done more than 60 days prior, DO NOT re-invoice. Immediately review to see if invoice was already paid by communicating directly with the APC.

5. Enter the information from the original 3rd party vendor invoice onto the 'M/R Re-invoice-GM' invoice (template 2b)

    a. Be detailed in the entry of the information to include ALL information that was provided by the 3rd party vendor relating to what work was completed. (No need to include the work order information unless this helps bring clarity to the invoice.) Read the invoice as if you're the owner reading it. Do you understand what work the vendor did?

    b. Enter the name of the property manager on the re-invoice. (Found via AppFolio)

    c. Enter the full property address on the re-invoice including the city.

    d. If possible, request via the APC, vendors to e-mail invoices in a .doc (Microsoft word) format so that you can copy and paste as much information from the original 3rd party vendor invoice onto the new GM re-invoice; rather than having to re-type everything.

    e. If an invoice does not have an invoice number provided by the vendor, then the AA will need to create an invoice number that we will use for tracking. To do this, use the numbers of the property address and the first 3 letters of the vendor name. For example, if the property address is 123 Main Street and the vendor was XYZ Carpet cleaning – then the re-invoice number would be created as: "123XYZ"

6. Calculate the total dollar amount to be re-invoiced.

    a. All 3rd party vendors invoices should be increased by at least 10% or $10 (whichever is greater) of the invoice total (including labor plus materials), **EXCEPT** those vendors that are to be re-billed at market rates.

    b. To determine if a 3rd party vendor should be re-invoiced for an amount other than 10%, refer to the 'Market Rate Schedule' (template 2a)

    c. If the AA has questions, as they are re-invoicing they should be directed to the APC.

7. Run the Excel 'spell check' option on the data field where information has been entered to ensure everything is spelled correctly.

8. Once the total dollar amount to be re-invoiced is calculated, draw a medium sized "+" symbol in the upper right-hand corner of the original 3rd party vendor invoice and fill in the following:

a. In the upper left quadrant enter the name of the person who has generated the re-invoice.

b. In the upper right quadrant enter the dollar amount of the re-invoice. Ensure this amount matches up with the amount showing on the newly created re-invoice.

Enter Name	Enter re-invoice dollar amount

9. On the original 3rd party vendor invoice also indicate the PMs name and indicate the math that was used to calculate the re-invoice total.

> Alexis
> 3 x 80.00= 240.00
> 32.83 + 20.00= 52.83 x 10%= 58.11
> total 298.11

10. Once the new GM re-invoice has been created, print the invoice to PDF and rename the file the property address along with vendors name. Example – 123 Main Street XYZ Vendor

a. Review the newly created re-invoice for accuracy as compared to the original 3rd party vendor invoice.

b. Double check the following for accuracy:
   1. Property address
   2. Date of service
   3. Name of vendor
   4. Job description
   5. Total re-invoiced amount due
   6. Invoice #
   7. PM'S Name

c. Please note that it might be helpful to save the excel re-invoice on your desktop or in your own private OneDrive folder. Saving these will help you should an error be found that needs to be corrected. No need to save these longer than a month.

11. Email the new GM re-invoice **and** the original 3rd party vendor invoice to the APC for review.
   a. If there are errors (per the above) the APC will request corrections to be made via email.

12. Trash Invoices come to the GM office for commercial properties and select residential properties. These invoices should be re-invoiced at market rates per the market rate scheduled (template 2d)

   a. Waste Management and Republic Service send their monthly invoices by mail or e-mail in one group e-mail format on the first of each month.

   b. To re-invoice, use the trash service re-invoice (template 2d) to see the amounts and actual invoices which are saved as different tabs on that template.

2 – Lease Renewal Process

Measure of Success: Have lease renewals signed and back from the resident 30 days prior to the lease expiration date.

1. Refer to the Grace Management 'Non-Renewal Policy' (template 2d) for reasons that GM will NOT renew a resident's lease agreement.

2. Per the terms of our Management Agreement, Grace Management is not authorized to complete any lease renewal beyond a term of 24 months.
   a. If a PM requests a renewal of more than 24 months, they must provide the RSC with a copy of the email from the owner authorizing such renewal term.

3. 90 Days prior to the expiration of all lease terms print a **Lease Expiration Detail by Month** for that month, from AppFolio (ie: by June 30ᵗʰ the report will show leases expiring thru September 30ᵗʰ)
   a. Do NOT begin this process any earlier than 90 days prior to the lease expiration terms.
   b. Click on Reports via AppFolio and select the Lease Expiration Detail by Month under the Leasing Reports
   c. Enter the appropriate Filter
      i. Properties = Each PM's Property Group
      ii. Lease Ends From = Enter the month for which the leases are expiring (ie: Sept 2016)
      iii. Lease Ends To = Same as the month above
      iv. Check the box to Exclude Month-To-Month Leases
      v. Click Update to generate the report
      vi. Print a separate individual report for **EACH PM**
   d. Email each PM their report and informed them of their due date back to you. Ask to provide the new rent amount, lease term and if it on a new GM lease.

4. Within 10 days of receipt of this report, each PM will email their completed lease expiration report to the VA