

Property Manager System Manual



Purpose Statement:

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

(PM – Table of Contents)

KRA's – Key Result Areas:

*** Position Overview / System Manual Overview**

- 1. Resident Relations**
- 2. Owner Relations**
- 3. Security Deposit Returns**
- 4. Prepare and List Properties for Rent**
- 5. Assist DA with Delinquent Rent Collection**
- 6. Maintenance Coordination**
- 7. New Accounts**

Supporting Files (Located in [OneDrive](#))

1. Residents

a. Non-Renewal Docs (Folder)

- a. Non-Renewal Policy and Checklist
- b. Non-Renewal Letter (Email Template in Rentvine)
- c. TS Non-Renewal Notice, with Mediation
- cc. TS Notice to Quit, with Mediation - MTM Tenant

b. Lease Violations (Folder)

- a. Demands (Non-Monetary) (Folder)
 - b. Demand for Compliance or Poss. + Mediation
 - b. Repeat Violation - Notice To Terminate
 - c. Substantial Violation - Notice To Terminate
 - d. Good Cause - Notice To Terminate
- b. Pets (Folder)
 - a. Pet Violation Checklist
 - b. Pet Violation Letter
- c. General Lease Violation From
- d. Resident Courtesy Reminder
- e. Utility Warning
- f. Lawn Warning
- g. Noise Warning

c. Inspections (Folder)

- a. Tenant Notification of ShowDigs Inspection

d. Billing (Folder)

- a. Rent Credit Invoice
- b. General Back Bill Tenant

2. Owners

- a. Advertising Notification (Email Template in Rentvine)

- b. Lease Break Notification (Email Template in Rentvine)
- c. Vacancy Update (Email Template in Rentvine)
- d. Owner Make-Ready Policy (Email Template in Rentvine)
- e. Rules for Owners Visiting Occupied Properties
- f. HOA and Utility Authorization Form (Template in RentSign)
- g. Release of Liability (Template in RentSign)
- h. Owner Make Ready Cost Notification (Email Template in Rentvine)
- i. Owner Name Change (Template in RentSign)
- j. Terminations (folder)
 - aa. Account termination checklist
 - bb. Notice of Mgmt. Termination (Email Template in Rentvine)
 - cc. GM No Longer Managing (Email Template in Rentvine)
 - dd. Sec Dep turned over to owner – checklist
 - ee. Owner Doing Sec Dep Return – (Email Template in Rentvine)
 - ff. Owner Doing Sec Dep Return Forms (Attached in Rentvine to email Owner doing sec dep return template email)
 - gg. Security Deposit Return Authorization (Template in RentSign)
 - hh. Blank - Owner Sec Dep return form
- k. Owner Renewal Notification (Email Template in Rentvine)
- l. Non-Renewal Eviction Owner Letter (Email Template in Rentvine)
- m. Owner Reserve Process

3. Security Deposit Returns

- a. Sec Deposit Return Form
- b. Wear & tear vs damage.doc
- bb. Wear & tear vs damage.pdf
- c. Rental Life Expectancy
- d. Security Deposit Guidance- FHS
- e. Sec Dep return law.pdf
- f. Security Deposit Dispute Form.docx
- ff. Security Deposit Dispute Form.pdf
- g. Security Deposit Dispute Settlement Agreement (Template in RentSign)
- h. Lease Break Tracker

4. Vacancy / Advertising

- a. Vacancy Template
- b. Fair Housing Word List - Advertising Language
- c. Make Ready Board
- d. HUD Advertising Guidelines
- e. What is Rent-Ready
- f. Move-In Property Infor Sheet
- g. Rent Ready Checklist
- h. How to Market a Property Via Rentvine
- i. YouTube Instructions

5. Maintenance Coordination

- a. M/R Repair Notification to Owner Emails – (Email Template in Rentvine)
- b. Maintenance Process Explanation Emails – (Email Template in Rentvine)
- c. Furnace Services- FOLDER
- d. Sprinklers.Swamps- FOLDER
- e. Repair Request Confirmation – Tenant (Email Template in Rentvine)

- f. Asbestos Renovation Guidelines
- g. Carbon Monoxide Alarm Law- Colorado
- h. Warranty of Habitability Law
- i. Paint Addendum
- j. GM Paint Colors
- k. Vendor Questionnaire
- l. Vendor Agreement.doc
- ll. Vendor Agreement.pdf – (Template in RentSign)
- m. How to Enter a Vendor in Rentvine
- n. ShowDigs How To
- o. Lawn Mow Requests
- p. Colorado Bed Bug Law
- q. Denver Rental License Docs (Folder All Denver Inspection Docs)
 - a. Inspector Credentials (Folder - Inspector Certificates)
 - b. Denver Rental License Owner Letter (Email Template in Rentvine)
 - c. Denver Rental License Tenant Letter (Email Template in Rentvine)
 - d. City of Denver Inspection Checklist
 - e. Denver Rental License How To

6. New Accounts

- a. Marketing Material (Folder)
 - a. Email Templates
 - aa. GM Intro Email
 - bb. Alternative Emails
 - b. Prospective Owner Questionnaire (Word and PDF)
 - c. Strategic Relationship Matrix
 - d. We Don't Sell (Folder)
 - a. We Don't Sell (PDF)
 - b. We Don't Sell List
- b. Management Agreement Docs (Folder)
 - aa. How to Enter a New Account
 - bb. New Account Checklist
 - cc. PMA Summary of Documents
 - dd. Property Management Agreement (Word and PDF)
 - ee. Risk Mitigation Offering
 - ff. Brokerage Duties Addendum to Property Management Agreement
 - gg. Lead Based Paint Disclosure (Rental)
 - hh. Radon Disclosure Form Addendum
 - i. W9
 - jj. W8ECI
 - kk. Owner Information Sheet
 - ll. Property Information Sheet
 - mm. Multiple Property List
- c. Forms and Letters
 - a. RentVine Owner Letter
 - b. GM Intro for Existing Resident
 - c. Internal Non GM Tenant Info
 - d. Non GM Tenant Contact Info
 - e. Referral Form
 - f. Lease Agreement + Addendums

- d. Utilities
 - a. Xcel Landlord Agreement
 - b. United Power Account Set Up
 - c. United Power – Third Party Notification
- e. Lease Only Docs
 - a. Lease Only Checklist
 - b. Lease Only Agreement
 - bb. Lease Only Agreement (PDF)
 - c. Exclusive Right to Lease
 - d. Owner Letter of Completion
 - e. Resident Letter of Transfer
 - f. Owner Intro Email
 - g. Owner Notification – Property Rented
 - h. Property Info – Lease Only

7. Office Docs

- a. Behavioral Values
- b. Office Policy
- c. Letterhead
- d. Billing Invoices - FOLDER
 - aa. Marketing invoice
 - bb. App fee waived
 - cc. CO detector install
 - dd. Legal invoice
 - ee. Professional Service invoice
 - ff. Gas-Electric invoice
 - gg. M.R. reinvoice
 - hh. Inspection Invoice Template
 - ii. Onboarding Invoice

8. Other

- a. F Sheet – PM
- b. Recording Monthly Calendar
- c. Property Management Wisdom
- d. Passwords

Position Overview – Property Manager (PM)

The Property Manager will report to the VP of Property Management (VPM).

The Property Manager will be the primary contact point for all Landlords. The property manager shall always represent Grace Management as “Denver’s Premier Property Management Firm” and themselves as one of Denver’s “Premier Property Managers”.

The PM must be able to relate to all types of people and must have critical thinking and decision-making skills; as well as use diplomacy to diffuse and solve any situation that arises.

The Property Manager job description can best be summed up in 4 words: *Make problems go away.*

The PM shall comply with all rules, regulations and commission position statements as defined in the Colorado Real Estate Manual.

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, the system manual will 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 measure 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 or are bringing that question to the VP of Property Management (VPM).

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 VP of Property Management (VPM) is to ensure that on-going system improvements are suggested, discussed and implemented.

Variation = Weakness

1. Resident Relations

Measure of Success: Receive 1 written compliment and no complaints per month.

1. Per Grace Management office policy, all calls, e-mails, and any other forms of contact with the Grace Management office must be returned within **24 business hours** of the time the original contact was made.
2. All fact-based resident questions should be directed from the resident to the Resident Services Coordinator (**RSC**). The RSC will be the initial Grace Management (GM) point of contact for all residents.
 - a. Fact-based questions are those questions from residents for which GM already has in place a clear policy on the issue AND no judgment is required. Examples: questions on roommate transfers, basic resident disputes, basic lease term questions, adding a pet, and requests for lease paperwork.
 - b. Should a resident become verbally abusive, make the RSC feel threatened in any way, or escalate beyond the control of the RSC, the resident will immediately be directed to the PM.
 - c. E-mail contact shall be the preferred method of contact between resident, PM and RSC. All e-mail communication should always have the property address in the e-mail subject line.
 - d. The PM should use discretion to decide when an email conversation with a resident should stop and should be done by phone. A good rule of thumb is that e-mail should be used to give general information or short fact-based communication. Phone should be used when a lengthy explanation is needed or when an issue is escalating, and tempers are rising. Remember that people can interpret incorrect tones and attitude in e-mail that you may not have meant to give. **When in doubt – pick up the phone!**
3. If any question, issue, or complaint pertains to anything beyond a fact-based resident question or request for input, a decision or a judgment, the resident will be directed to the PM.
 - a. Once a question or issue has been passed to the PM, the PM should follow existing Grace Management office policy to resolve the issue.
 - b. If the PM is not able to adequately resolve the issue, it should be passed to the VP of Property Management (VPM).
4. In the case of any reported minor or major lease violation, a 'Lease Violation Complaint Form' (1c folder - template aa) can be filled out and worked by the PM. In the case of a major lease violation, the PM should inspect the property for such violation within 48 hours.
5. For resident questions pertaining to late payments of rent, the contact should be forwarded to the Director of Accounting (DA) and the DA shall follow existing GM office policy for collection.

- a. PM shall review all outstanding resident rent balances at the group meeting each Wednesday between PM's and the DA. (See KRA 5- Assist DA with Delinquent Rent Collection)
6. When an error is made by Grace Management resulting in a request by a resident for compensation, the PM should ask the resident what they believe would be a fair and equitable solution BEFORE offering any type of compensation payout.
- a. When appropriate this refund should be at the expense of the property / owner. When this is done the PM should fill out the 'Rent Credit Form' (template 1d in the PM system folder) and email this form to the DA and the AP.
The PM is authorized to issue a resident rent credit of any amount without prior approval from the VPM, IF this refund will be at the expense of the property / owner.
 - b. If the error was **NOT** property specific, but rather the result of a Grace Management office error or mistake, then GM will issue a resident rent credit directly.
The PM is authorized to issue a resident rent credit up to \$50 without prior approval from the VPM, IF this refund will be at the expense of Grace Management.
When requesting such rent credit, the PM should fill out template 6b (Misc. payment form) found in the DA system folder and submit the form to the VPO for a check to be issued.
7. It is imperative to document in writing anything outside of the ordinary.
- a. When communicating with a resident by phone and a decision is made through conversation, the PM should follow up with an e-mail (sent through Rentvine) to the resident to confirm in writing the decision made or course of action that is going to be taken.
 - b. All tenant e-mail correspondences should take place through Rentvine so that we have a forever record of all e-mail communication. Use your discretion on what notes go into Rentvine and if you email through Rentvine.
8. The PM will work the lease renewal process as follows:
- a. 90 days before a lease expiration date the RSC will print and distribute to each PM a list of their properties for which lease agreements are expiring.
 - b. When it comes to lease renewals and rent increases, the goal is to try and get the rental rate to as close to market rent as possible, but not lose a quality resident over a rent increase unless it cannot be avoided.
 - c. The PM should review this list, research appropriate renewal rates, write in the desired renewal rate and return to the RSC within the deadline provided by the RSC so that the RSC can work the lease renewal process. Keep a copy of this for yourself so you can use this to review the renewal when it comes back to you for signing.

- d. The PM should use ‘Lease Facts’ within the tenant’s lease page (on the details page, towards the bottom) in Rentvine to assist with the lease renewal process to ensure no oversights occur during the lease renewal process. The following tags should be used when necessary.
- aa. See Rentvine Notes
 - bb. Notify Owner – When an owner wants involvement in the lease renewal process OR their plans for the property may change (ie selling) – refer to template 2k for email template
 - cc. Below Market Rent
 - dd. Nonrenewal – Used when tenant meets the GM Non-Renewal Policy (template 1a.a. in the PM system folder)
 - ee. Non-GM Lease NOTE- If tenant is not on a GM lease, the PM shall instruct the RSC to prepare a new GM lease agreement. The RSC will need to know the following:
 - 1. Which utilities are included?
 - 2. Which appliances are included?
 - 3. Number of garage remotes, if known, if any?
 - 4. How long a lease term?
 - 5. Are there pets?
 - 6. Will this need any BP (lead base paint) added?
 - ff. Currently on Month to Month
 - gg. Housing Section 8 – will need to confirm approval with housing before we execute the lease and any rental increase.
- e. In researching the current rental rate, the PM may wish to pull a RentRange.com report, use Zillow.com, rentometer.com, zilpy.com, look for comparable properties GM currently manages, or use other online tools.
- f. When determining the renewal rate to be offered the PM should take the following into account:
- aa. Current rental rate vs what the resident is currently paying
 - bb. Length of time resident has been in the property
 - cc. Length of time since residents last rent increase
 - dd. Quality of resident – late payments history
 - ee. Landlord’s objectives – maximize income vs maintaining tenancy
- g. Per the GM lease agreement, all month-to-month tenancies shall result in a month-to-month fee equal to 25% of the current monthly rental rate, plus the current monthly rent. This is done by the RSC.
- h. If the PM will NOT be renewing a resident lease agreement for any reason, start the Non Renewal Policy - Checklist (template 1a.a). If the lease agreement has not expired, the PM must email, mail, and physically post the resident a completed notification of non-renewal (template 1a.b) and the TS Non-Renewal letter (template 1a.bb). If the PM will NOT be renewing a resident lease agreement, for any reason, and the lease agreement has expired (tenant is now on month to month), the PM must

email, mail, and physically post the resident a completed notification of non-renewal (template 1a.b) and the TS Notice to Quit (template 1a.bbb) The PM should also call and e-mail (cc the RSC to confirm the non-renewal has been sent) the resident to ensure they have received the notification and are aware of the non-renewal.

- i. For a list of reasons why GM may NOT want to renew a current resident lease agreement, see the Non-Renewal Policy - Checklist (template 1a.a in the PM system folder).
9. If any prospective or current resident asks for any type of “reasonable accommodation request” or “reasonable modification request”, including service or assistance animals; inform them that they will be contacted by the VPO to complete the processing of their request.
- a. Immediately inform the VPO by e-mail of the specifics of the request, all contact information and the VPO will work the process while keeping the PM informed.
 - b. The handling of this request and process is very important as it is regulated by HUD. Fair housing laws and guidelines govern both the process and outcome and there are potential legal discrimination issues that must be considered.
10. If a resident requests to sublet their property, add an occupant, or remove an occupant, the resident should be directed to the Resident Services Coordinator (RSC) who will work this request and treat it as a request for lease assignment. A lease assignment legally reassigns the lease from the current lease holders to new lease holders.

Lease Assignment Request Process Items To Note:

- a. The GM lease agreement prohibits subletting in all forms. Grace Management is under no legal obligation to allow or approve a lease assignment in any circumstance.
- b. To process the lease assignment request, the RSC shall have the Resident complete template 5a (request for lease assignment).
- c. As part of this process, the PM must review the request and either approve or decline the request.
- d. The most straightforward reasons a PM may wish to approve a request for lease assignment is when a resident is getting married and wants to add their spouse to the lease, or a resident wants to add a roommate, or replace one roommate with a different roommate.
- e. When the PM reviews a lease assignment request that looks to be complicated because of the relationship between the residents, or in which there may be property damage - the PM should simply decline the request.
- f. A lease assignment will NOT extend the expiration date of the existing lease agreement, or change any terms of the lease. If any type of lease extension is

going to be done, then a full new lease agreement must be completed. In this case, the PM should charge the property a lease renewal fee.

- g. If the residents and / or property already have a lease assignment in place, GM will NOT allow a second lease assignment to be approved. Instead, the turnover process must be completed on the current residents, including a security deposit return, and a new lease agreement signed by all new residents.
- h. If **all** of the current occupants will be moving out of the property, Instead, the turnover process must be completed on the current residents, including a security deposit return, and a new lease agreement signed by all new residents. In other words – at least one current occupant must be remaining at the property in order for GM to process it as a lease assignment.

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2- Owner Relations

Measure of Success: Receive no complaints per month.

1. Per Grace Management office policy, all calls, e-mails, and any other forms of contact with the Grace Management office must be returned within 24 business hours of the time the original contact was made.
2. All owner questions should be directed from the owner to the Property Manager (PM). The PM will be the initial Grace Management point of contact for all owners.
 - a. Should an owner become verbally abusive, make the PM feel threatened in any way, or escalate beyond the control of the PM, the owner should be passed to the VPM.
 - b. Should an unhappy or disgruntled owner ever mention or threaten to involve legal counsel, lawyer, attorney, real estate commissioner, better business bureau, against Grace Management for any reason, the PM must immediately forward the owner to the VPM who will handle the situation from there.
 - c. E-mail contact shall be the preferred method of contact between owner, and all GM team members. All e-mails should have the property address as the memo line on the e-mail header. However, if an owner prefers phone communication, the PM should be aware of that and communicate in that way.
 - d. When communicating through e-mail, all owner e-mail correspondences should take place through Rentvine so that we have a forever record of all e-mail communication.
 - e. The PM should use discretion to decide when a conversation with an owner needs to stop on e-mail and should be done by phone. A good rule of thumb is that e-mail should be used to give general information or short fact-based communication. Phone should be used when a lengthy explanation is needed or when an issue is escalating, and tempers are rising. Remember that people can interpret incorrect tones and attitude in e-mail that you may not have meant to give. So, when in doubt – pick up the phone!

When communicating with an owner by phone and a decision is made through a conversation, the PM should follow up with an e-mail (through Rentvine) to the owner to confirm in writing the decision made, or course of action that is going to be taken.
 - f. The PM should use discretion to decide when a conversation with an owner needs to stop on e-mail and should be done by phone. A good rule of thumb is that e-mail should be used to give general information or short fact-based communication. Phone should be used when a lengthy explanation is needed or when an issue is escalating, and tempers are rising. Remember that people can interpret incorrect tones and attitude in e-mail that you may not have meant to give. So, when in doubt – pick up the phone!
 - g. If an owner has a complaint or dispute with Grace Management policy, the PM should refer to the existing ‘Residential Management Agreement’ when communicating with the owner and make every effort to resolve all issue promptly.
 - h. All owner questions pertaining to accounting issues may be passed to the DA and or VPM at the discretion of the PM, but the PM should work to