

Employee Manual
for the
Real Estate/Property Management Office

I. EMPLOYEE WELCOME

II. EMPLOYEE MANUAL

III. EVOLVING DOCUMENT

- A. Employee responsibilities to manual
 - 1. Acknowledgement
 - a) Non-static document
 - 2. Confidentiality/non-disclosure
- B. Interactive with other company documents
 - 1. Property Management Policy & Procedures Manual
 - 2. Real Estate Sales Policy & Procedures Manual
 - 3. Forms Book
 - 4. Office Systems
 - 5. Company Information
- C. Glossary
- D. Principals
- E. Mission Statement
- F. Goals
- G. Objectives
- H. Public image
- I. Employees
- J. Basic definition
- K. Status
 - 1. Full-time
 - 2. Part-time
 - 3. ? other
- L. Employee contract **F**
 - 1. Policy on tenants as Employees
 - 2. Policy on minors Employees

IV. EMPLOYEE HIRING POLICIES AND PROCEDURES

- A. Advertising
- B. Interview process
 - 1. Application
 - 2. Employee questionnaires
 - a) Administrative assistant
 - b) Bookkeeping
 - c) Office Manager
 - d) Property Management
 - 3. PowerPoint demonstration
 - 4. Physical Interview
 - a) Number of interviews
 - 5. Acceptance/denial of application
 - a) Acceptance
 - (a) Offer of employment
 - b) Denial
 - (i) Notification
 - (a) Telephone notification
 - (b) Letter notification

V. **EMPLOYEE ORIENTATION**

A. First day/week

1. Forms required
 - a) Employee contract
 - b) Personnel information form
 - c) Identification required
 - d) W-4
 - e) I-9
 - f) Personnel information form
2. Employee file
 - a) Confidentiality of records
 - b) Employee documents
3. Reading requirements
 - a) Employee Manual
 - b) PM Policy & Procedures Manual
 - c) RE Policy & Procedures Manual
 - d) Office Systems Manuals
 - e) Other information
4. Acknowledgements of manuals

VI. **EMPLOYEE TRAINING**

- A. Required reading
- B. Supervisor
- C. Personnel interaction
- D. Continual updates
- E. Office/staff meetings
- F. Performance reviews

VII. **OFFICE INFORMATION**

- A. General information
 1. Address
 2. Telephone numbers
 3. Email
 4. Website
 5. Hours
 6. Holidays
 7. Solicitations
- B. Company policies
 1. Equal Opportunity employer
 2. Ethics
 3. Fair Housing
 4. Privacy Act
 5. Substance abuse policy
 6. Harassment
 - a) General
 - b) Sexual harassment