



The LandlordSource Policy & Procedures Manual for Property Management Outline, Forms, and Excerpts

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Manual Format:

The Policy and Procedures Manual for Property Management is prepared in Microsoft Word® so purchasers can easily customize it.

Product Instructions:

All LandlordSource/RE Manual products include the 25+ pages of Product Instructions in a PDF Format. It is important to read the Product Instructions designed to save hours of time and frustration before you start the manual.

Sample Text:

Pages 8-10 feature excerpts from the Policy and Procedures Manual for Property Management

Special notes:

The manual uses (Company Name) & (Company Initials) throughout as an example of a company name and initials. It is simple to replace them with your company name and initials in the manual document, using the Microsoft Word® feature, "Find & Replace," which is included in the Instruction pages of the workbook. **Red Text** indicates areas that you should definitely change to your company, state, or local information

Table of Contents

The following pages show the Table of Contents for the *Policy & Procedures Manual for Property Management*. This Table of Contents is subject to change when necessary. All manuals created by LandlordSource have a built-in Table of Contents, which you can automatically update after making changes to the text in the manual.

Forms

With this product, there are currently 14 forms located in the Appendix.

**Policy & Procedures Manual for Property Management
Table of Contents**

Welcome

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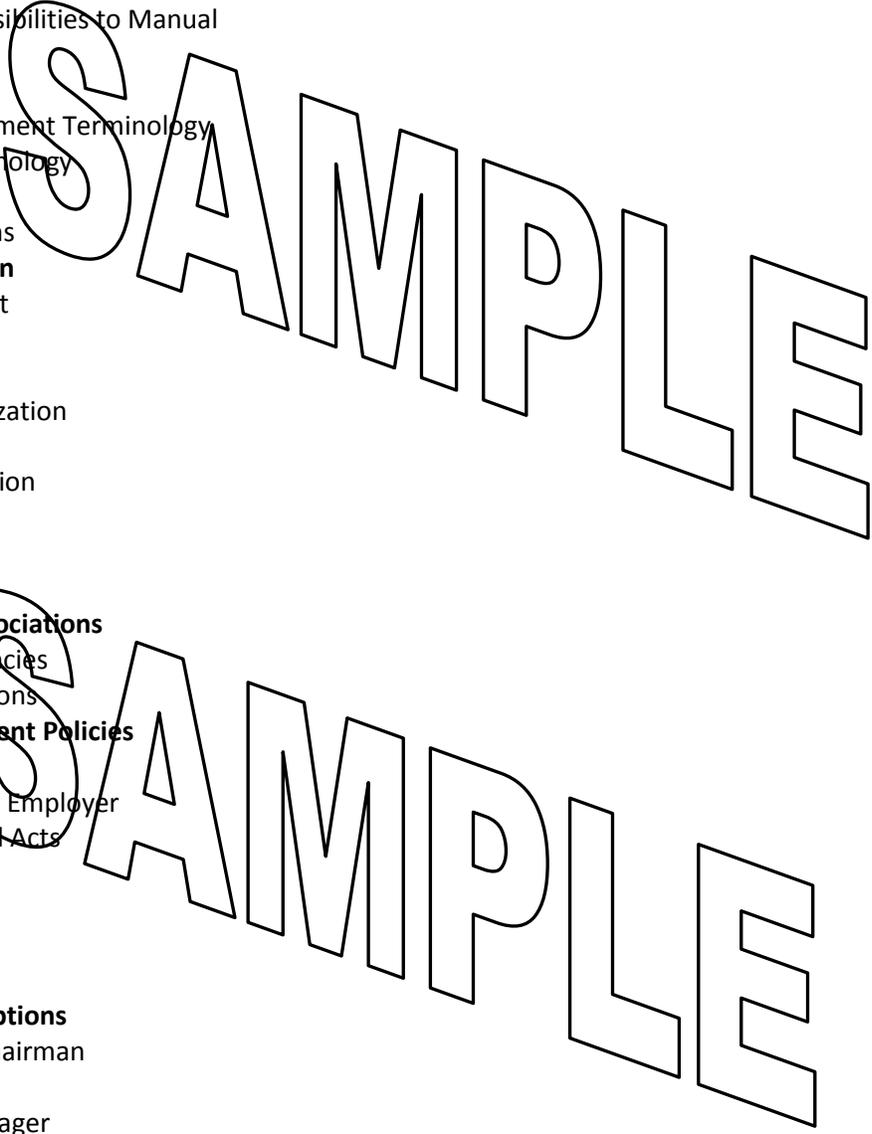
- Government Agencies
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Not Limited to Manual

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SAMPLE

SAMPLE

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SAMPLE

SAMPLE

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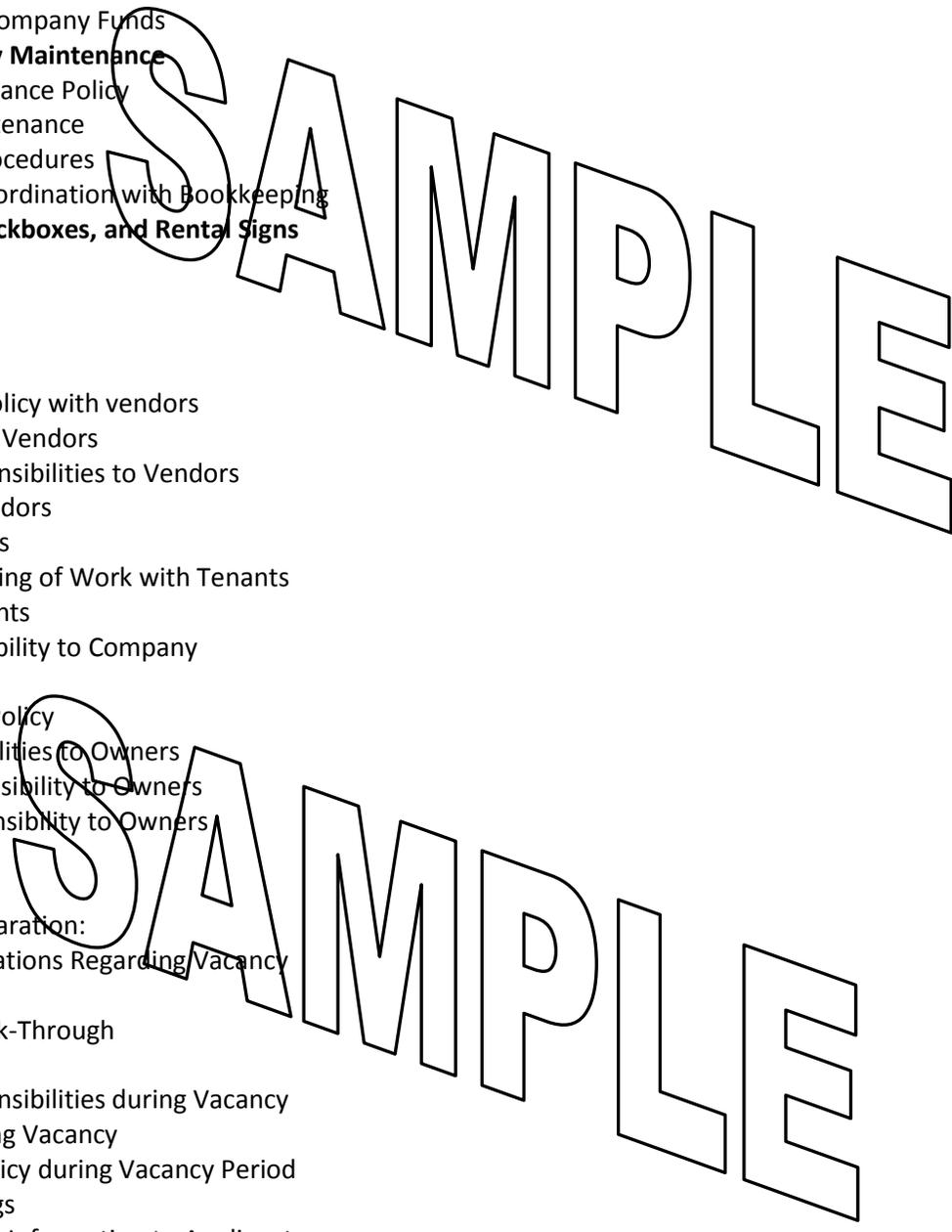
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Appendix – 10 forms included

1. Manual Acknowledgment Form
2. Independent Contractor Agreement
3. Personnel Information Form
4. Key/Alarm Agreement
5. Personnel Change of Information
6. Personnel Confidentiality Agreement
7. Disclosure Authorization
8. Supply Request
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POLICY & PROCEDURES FOR PROPERTY MANAGEMENT

SAMPLE TEXT

Excerpt from POLICY & PROCEDURE MANUAL GUIDELINES section

Manual Confidentiality/Non-Disclosure

The material within the Policy & Procedures Manual is confidential. Personnel are not to disclose this material to owners, tenants, vendors, or to the public. Personnel are not to disclose any trade secrets of JSL Real Estate Services, Inc. This includes, but is not limited to, the following examples:

- Management fees, commissions, referrals, and any other monies
- Financial information
- Personnel compensation
- Personnel records
- Personnel conversations
- Client records or conversations
- Management accounts
- Real estate sales or listings
- Marketing and/or strategic plans
- Company projects

Personnel Responsibilities to Manual

All Personnel are to read the Policy & Procedures Manual as part of their orientation to the company policy and procedures.

- All Personnel are required to read the JSL Policy and Procedures Manual within number days from date of employment or hire.
- All Personnel hired prior to the implementation of this document are to read the entire JSL Policy & Procedures Manual within # business days from the date of receiving the manual.
- After reading the Property Management Policy and Procedures Manual, all Personnel are required to sign the Personnel Acknowledgment Agreement, which states that they have read, understand, and will comply with the Property Management Policy and Procedures Manual.

Applicable Form: Policy & Procedures Manual Acknowledgement

- This manual is only for the use of Personnel.
- Personnel cannot remove the Policy and Procedures Manual, or any other manual, from the JSL office without the express permission of Management
- It is Personnel responsibility to read, understand, remember, and refer to the enclosed material when necessary.
- If there is any confusion regarding the material, it is the responsibility of Personnel to discuss this with Management as soon as possible.
- Personnel are not limited to only the material within this Policy and Procedures Manual. Personnel are to adhere to any directive from Management, in either written or verbal form.

- The printed material within this policy is not for public distribution. Therefore, Personnel are not to share this printed information with prospective and/or current clientele, vendors, or the public.
- JSL expects all Personnel to follow the guidelines of this policy when in contact with prospective and/or current clientele, vendors, or the public.

Excerpt from the Property Management Policies Section

Residential Lead-based Paint Reduction Act (RLPHRA)

Lead-based paint was banned by the Federal Consumer Product Safety Commission in 1978 because lead-based paint exposure can harm individuals exposed to contaminated dust, soil, or deteriorated paint. To enforce the ban, Congress enacted RLPHRA in 1992.

- RLPHRA requires residential sellers, property owners and their real estate agents of pre-1978 residences to disclose if they know of lead-based paint and provide buyers and tenants with an informational booklet about lead-based paint.
- Federal law does not require sellers and property owners to remove lead-based paint.
- Long-term leases and month-to-month rentals require the disclosure and information booklets given to tenants regarding lead-based paint
- Short-term rentals less than 100 days are exempt.
- Homebuyers can waive the 10-day contingency period in writing.

Uniform Regulations of Landlord Tenant, URLTA

JSL follows the guidelines of the Uniform Residential Landlord Tenant Act in respect to public housing. This important legislation has great impact on the forms used in Landlord/Tenant law today.

Service Members' Civil Relief Act of 2003, SCRA

JSL follows the guidelines of the Service members' Civil Relief Act of 2003 as it pertains to public housing and employment issues.

- This act replaced the Soldier and Sailor's Civil Relief Act of 1940.
- This gives all military certain rights in public housing, mortgage, credit, and employment issues while they are serving their country
- The SCRA protects service members from Unlawful Detainer actions in most cases when called to duty. It does not excuse rent, but makes provisions for relief.

Federal Communications Commission (FCC)

The FCC, Federal Communications Commission has specific rules regarding cold calling, email, and fax as it pertains to real estate/property management.

There is additional JSL policy concerning Do-Not-Call/Fax/Email in this manual.

Fair Credit Reporting Act (FCRA)

JSL abides by all laws of the Federal Credit Reporting Act in all real estate/property management transactions.

Credit plays a significant role in both real estate and property management.

Partial Excerpt from the Application Process Section

Application Policy

All Personnel are required to know the application policies (please refer to previous section of this manual) and to notify Management immediately if they experience any problems with applications.

Red Flags on Applications

While taking applications, Personnel are to be cognizant of the following “red flags” and report them to Management immediately. The following is a list of “red flags,” but Personnel are to watch for any other signs that could be “red flags.”

- The applicants are not what they represent.
- The applicants will not fill out the application completely.
- The applicants will not supply required documentation.
- The applicants will not pay the required application fees.
- The applicants are difficult and/or abusive.
- The applicants “scratch out” and change information as they hear the requirements, e.g., no pets on the property, number of vehicles permitted.

The Application Requirements

All persons 18 and under, and/or emancipated minor must submit a separate and completed application with a processing or application fee. Personnel are to bring any information on minor applicants to the immediate attention of (Company Name) Management.

Partial Excerpt from the Partial Notice to Vacate

Partial Notice to Vacate

This is notice received from one or more tenants, but not all tenants in the property.

Responsibilities of vacating tenant are as follows:

The vacating tenant must give a written #-Day to Vacate

In all cases, the vacating tenant must settle their ownership in the security deposit with the remaining tenants.

(Company Initials) procedures

- (Company Initials) will not refund any portion of the security deposit to the vacating tenants.
- It must be determined if the tenant is on a month-to-month tenancy or a lease agreement
- (Company Initials) notifies the property owner of the vacating tenant unless Management decides it is not necessary.
- (Company Initials) review the current income, employment status and, any other criteria needed to determine if they qualify to remain in the property.
- (Company Initials) sends a letter to all tenants in the residence notifying them of outcome of the review.
- (Company Initials) does not disburse the security deposit until all tenants vacate.