

Ensure Access to the Below Software

- Rent Manager - property management software
- Rent Manager Phone App - for uploading pics/work order/issue violation etc
- Google Email - for company email communication
- Grasshopper - Dedicated Phone Number for contacting tenants
- Monday.com - project management software
- Slack - daily communication

Processes

- **Routine Tasks**
 - Add/review/provide updates to the tasks in Monday.com
 - Onsite Managers need to make sure to be in the office during published office hours. If there is a sudden change of schedule, text all residents in advance and provide an alternative time.
 - We should strive to get back to any tenant inquiries within 24 hours (except holiday or weekends)
 - Onsite Manager and Regional Manager should fill out a weekly report on Monday (it's like a checklist with a bunch of questions).
 - Onsite Manager should drive through each park once a week and take a video of the entire park once a month
- **Rent Collections**
 - Automatic rent reminder messages will be sent to tenants on the 1st, 4th, 6th, 13th, 20th, 27th of each month.
 - Late fee is \$25 per week that the rent balance is not paid (If the balance is under \$100, late fee is not charged, but we don't let the tenant know that)
 - On the 7th of each month, Client Specialist VA will message all tenants about the balance and ask for the date they will make payment. VA should record that information on the "Delinquency" Board
 - On the 8th of each month, Client Specialist VA will email all non responding tenants about the balance and ask for the date they will make payment. VA should record that information on the "Delinquency Tracking" Monday Board. If the email address is bounced back, make a note and ask Onsite Manager to post notice on their door for updated contact info.
 - On the 9th of each month, Client Specialist VA will call all non responding tenants about the balance and ask for the date they will make payment. If the phone is disconnected, make a note and ask Onsite Manager to post notice on their door for updated contact info. VA should record that information on the "Delinquency Tracking" Monday Board.
 - Client Specialist VA should compile a list of the following to Onsite Manager: 1. all non responsive tenants 2. all tenants who respond but are unable to provide a payment date 3. All tenants with invalid email address or phone number

- On the 11th of each month, the Onsite Manager should call the people on the list and ask when they will make payment. If they respond with a payment date or payment agreement, record the date on the “Delinquency Tracking” Monday Board. Client Specialist VA should keep track to see if the tenant stays on track of their promised payment date and payment plans.
 - If the tenant requests a payment plan, Onsite Manager should work with them to structure something that may suit their income and timing of their pay stub but the payment plan generally should not exceed three months. The Regional Manager should review the proposed payment plan and approve the plan. Onsite Manager can then direct Client Specialist VA to create the payment plan and ensure the tenant signs the plan
 - If the tenant doesn’t respond by the 12th of the month, the Onsite Manager should try to meet the tenant in person and if no one is available, the Onsite Manager should post a notice on their door and say we will file eviction if we don’t hear from them by the 15th.
- **Eviction**
 - If still no response by the 15th, Onsite Manager should post “non renewal notice” on their door, take picture and upload through RMPProSuite (In Alabama, it’s also required to mail the same letter to the tenant, VA can mail it directly from Rent Manager)
 - On the 17th of the month, the Regional Manager should prepare a “Cash for Key” letter for the non responding tenant and ask the Onsite Manager to put it on the door.
 - Depending on the state, after 3 or 7 days after posting “non renewal notice”, the case should be submitted to Regional Manager for filing eviction
 - If the case is complicated, make sure to engage Regional Manager to make decision on it
- **Late Fee Policy**
 - If the tenant request a waiver of late fee and they were never late, we can waive the first \$25 late fee for them
 - If the tenant request a waiver of late fee due to our system failure to make online payment, we can waive the \$25 late fee
 - If the tenant sets up a payment plan and follows through the payment plan, we can waive the late fee according to the plan after the plan is being followed
 - In other scenarios, late fee cannot be waived. But onsite manager can submit an exceptional request for Regional Manager for Approval
- **Tenant Communication**
 - Client Specialist VA will monitor the text message chat box in Rent Manager and attempt to address all basic questions. Any questions that cannot be addressed by Client Specialist VA will be forwarded to Onsite Manager on a daily basis.

- Onsite Manager should review the daily list of questions from VA as well as monitor the email inbox for the property and address any questions that can be answered
- Onsite Manager should raise the remaining questions to Regional Manager
- Onsite Manager should provide tenant communication if there is park wide activity (water shut off, weather related, events etc)
- Onsite Manager will have set office hours, and can take complaints from tenants directly and address any tenant concerns if they come in, DOCUMENT conversations in Monday.com if anything important is discussed.
- If Onsite Manager still cannot address the question, Regional Manager/General Manager should be involved and address the question.
- We need to be extra responsive during 1st through 5th of each month as many residents will have questions on how to make payments or how to log onto the tenant portal. Client Specialist VA needs to be ready to address these questions.

- **Work Order Tracking**

- All regular maintenance requests should be logged in Rent Manager and Monday work order board by Client Specialist VA. If a tenant texts about an issue, Client Specialist VA should ask them to submit a work order with pictures of the issue along with their availability, whether they have pets at home and they give us permission to access the home without their presence. Pictures are always required for work orders.
- If the tenant doesn't know how to submit a work order, Client Specialist VA can create a work order on the tenant behalf (will need to ask for pictures and tenant availability for crew to come).
- For emergency repair, work order is not necessarily created, but Onsite Manager should remember to ask Client Specialist VA log the work order in the system afterwards.
- When we receive a work order, if it's a request to repair the tenant's home, we need to first check on the recurring charge tab to see if the tenant is responsible for maintaining the home themselves. If you see these situations: 1. They only have "lot rent" 2. They have "rent credit payment" or "rent concession" where it says "tenant agrees to maintain homes themselves in exchange of the credit", then these tenants should repair their home themselves. In those cases, Client Specialist VA will inform the tenant about this and if they still want us to come repair the home, we will bill back the charge after completing the work order.
- The Onsite Manager and Regional Manager will get alert on new work orders through email and text
- If it's an urgent safety issue or emergency (like water leak), the issue should be raised to the Regional Manager immediately for assignment. If Regional Manager is not available, Onsite Manager can authorize repairs up to \$500. If it's over \$500, Onsite Manager must call the General Manager for approval before having maintenance crew work on it.

- If it's a non urgent issue, the Regional Manager will assign crews to work on the work order based on priority and available resources.
- Onsite Manager should keep track of the status of each work order. Follow up with the maintenance crew if the work order is not completed in a week. Get a timeline when it will be completed. If there is any obstacle to completing the work order, escalate the issue with the regional manager and manage the expectation of the tenant.
- When the crew says the work order is complete, the onsite manager should inspect and verify the result. Onsite Manager needs to obtain a signature and after repair picture from the tenant stating the work order is complete and inform Regional Manager that the work order is complete before we pay the vendor or crew. The Regional Manager will make payment to vendors.
- After the work order is completed, Client Specialist VA should attach after repair pictures and mark the work order as "complete" in Rent Manager.
- If the work order is complete, but the tenants don't respond, Client Specialist VA should call them and leave a voicemail: "We want to follow up and confirm your XX issue has been addressed. If we don't hear from you in a day, we will close the issue and if you still have issue later on, you would have to submit a new work order". If there is no way to leave voicemail, text/email them the above message.
- After a day, if they still don't respond, Client Specialist VA should send them another text/email with this message: "Since we do not hear from you, your work order of XX issue has now been closed. If you don't think it is resolved, please reply to this message and submit a new work order". Client Specialist VA should then screen shot the above message, put it in Monday and Rent Manager and close the work order.

- **Leasing Process**

- Once a unit is available for rent, the Onsite Manager should take pictures of the unit (use wide lens camera and good lighting) and upload to RMAAppSuite (Capture -> Units -> Unit Image).
- General Manager should review the pictures and determine the rent price, deposit amount, pet requirements and give to Regional Manager
- Regional Manager should draft the description for the listing and provide all these information to Marketing Specialist VA
- Marketing Specialist VA then sets up the listing in Rent Manager which will be used to publish listings through Zillow and our website.
- Marketing Specialist VA will respond to calls, email or message inquiries and conduct basic screening for prospects.
- For any prospects meeting basic requirements, Marketing Specialist VA will schedule appointments on Onsite Manager's calendar. If applicable, Marketing Specialist VA will also send over a brochure for the listing for Onsite Manager to print out and give to prospects

- Onsite Manager will show the prospect the home and if the prospect is interested, help them complete the application online.
- Marketing Specialist VA will review and screen any completed application, gather required information (such as landlord and employer information) and present the package for Regional Manager for approval.
- If the application is approved, please see the “Tenant Move In” Process below
- If the application is rejected, Marketing Specialist VA should record the rejection reason in Monday and communicate the decision to the applicant.

- **Tenant Move In**

- We should require the tenant to make deposits before signing the lease.
- If they can pay deposit by debit card, we should recommend them paying debit card (debit card payment won't be bounced)
- If they can only pay by bank account (ACH) and want to move in right away after payment, we need to request to see their bank balance at least 3x of their payment amount. For example, if they need to pay \$1000, the bank balance will need to be at least \$3000.
- If their bank balance is less than that amount, they would need to wait 3-5 business days until the transaction is cleared before we can move them in.
- Leases are exclusively signed electronically. The lease can be generated through Rent Manager by Client Specialist VA.
- Once the application is approved, Regional Manager should inform Client Specialist VA and provide the VA with required information (rent, move in date, deposit etc) to move the tenant in the system. Client Specialist VA will change the prospect status to tenant, add recurring and one time charges in Rent Manager, and prepare a standard lease. If it's a non-standard lease such as a handyman special contract or rent credit agreement, the Regional Manager may need to prepare or wait for the General Manager to prepare.
- If the new tenant doesn't know how to sign the lease by themselves, Onsite Manager can have them come to the office and let them sign the lease in the office using a tablet.
- A copy of lease will then be emailed to the tenant automatically. If the tenant requires a printed copy, Onsite Manager can print out one for them after it's signed.
- After the lease is signed, Client Specialist VA should schedule an appointment between the new tenant and Onsite Manager on the move in date.
- On move-in date, Onsite Manager should walk through the unit with the new tenant and have them sign the “move-in sheet” and note anything that is wrong. After the doc is signed, Onsite Manager can provide a copy of the key to the new tenant. Ensure we always keep a copy of the keys with us. If the tenant wants to change the lock, they can do so but they need to provide us with a copy of the key after the lock is changed.

- **Tenant Move out**

- Client Specialist VA should let Onsite manager know if any tenant express desire to move out
- If Onsite Manager sees any sign that a tenant wants to move a home out or seems to be preparing to, report to Regional Manager ASAP . (See the section “Special Situations”)
- If the tenant plans to move out due to unsatisfactory condition, Onsite Manager should talk to tenants and see if there is any way we can remedy that- Onsite Manager can talk with Regional /General managers about a plan to repair or rent credit
- If the tenant plans to move out due to personal reasons, Onsite Manager should set move out date, schedule move out inspection and ensure they make the last rent payment.
- If the tenant moves out due to eviction, Onsite Manager should be on site during writ of possession, ensure tenant's personal properties are set aside of road and thrown away after the allowed time
- If we suspect the tenant abandons the home, verify the abandonment by checking signs (curtain down, no light at night, neighbors don't see the person in recent days, power off confirmed by power company, all clothes gone etc). Once we confirm the abandonment, we can then take over the possession.
- Once we take over possession, Onsite Manager should take pictures of the move out home condition, especially any damages that are not on the move in sheet.
- Onsite Manager should lock the door if there is a key. Otherwise ask the maintenance crew to replace a lock
- Make sure to put key inside the office that is properly labeled
- Regional Manager should review the damage list and have maintenance to estimate the cost of damage and prepare a scope of work and a timeline to get the home finished
- Within 2 weeks after the move out, Onsite Manager should calculate the amount to be returned to tenants (if any) based on home repair cost provided by Regional Manager as well as last utility bill etc.
- Onsite manager should fill out a move out form including the damage charge, unpaid rent and unpaid utility charge. If there are security deposits on file, these costs should be deducted from the deposit and the rest should be returned to the tenant. If security deposit cannot offset the charges, a bill will be sent to the move out tenant. And if they don't pay, the bill will be sent to the collection agency, Client Specialist VA should communicate with the tenant and send an official letter. If there is disagreement of the amount, engage Onsite Manager to resolve the discrepancy
- Regional Manager should send out returned deposit to the move out tenant based on the final agreed amount
- Onsite Manager should take pictures of the move out home condition and send to Regional Manager to schedule home turnover AND upload these photos into Rent manager under the tenants profile
- Regional Manager should review home condition and put it on the rehab list

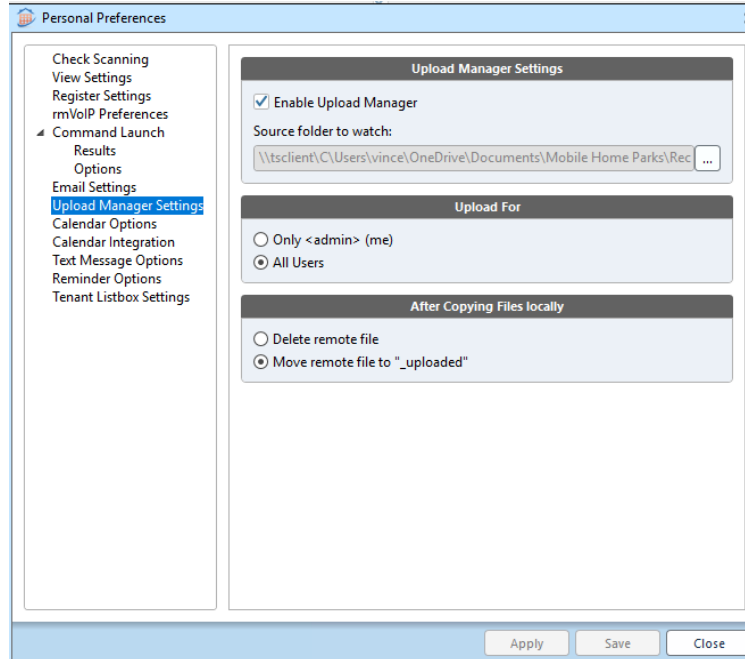
- Regional Manager should prioritize the rehab/turnover and assign to contractor for rehab (the rest follows the capex improvement process)

- **Rule Enforcement**

- Client Specialist VA should report to Onsite Manager if there is rule violation reported by tenants
- Onsite Manager should drive through each park on weekly basis and take a drive through video of each property once a month
- Onsite manager should issue violation warning for any rule violation (trash, pets not on leash, noise, abandoned vehicle etc)- a picture is to be taken and uploaded through RMAppsuite (Violation -> Add New Violation and follow instructions)
- Onsite Manager should send a text or email with the violation picture to the tenant, stating they are breaking the rules. If they don't correct the violation within 7 days, the fine will be issued.
- Onsite Manager should check if last week's violation is corrected, if not, Issue fines
- Regional Manager should review the monthly video of each property and identify any issues in the property
- Regional Manager should be involved if any rule violations are not corrected after 3 weeks
- Regional Manager should determine whether we should file eviction on the basis of rule violations

- **Receipt Capture**

- Onsite Manager, Regional Manager and General Manager should capture receipts using Rent Manager.
- **In-Person Purchase:** On the receipt, write down the date, the amount, the purpose of the expense, the park name before taking picture and upload through Rent Manager App (Capture->Upload Manager). Multiple Receipts can be uploaded in one shot.
- **Online Purchase:** If the purchase is performed online, you can either print the receipt out and follow the above instructions of In-Person Purchase or directly drag the file into a dedicated folder on your computer (But you need to first set it up in Rent Manager via "Admin->Personal Preferences->Upload Manager Setting" and follow the below screenshot). Make sure the file name is in this format: "yearmonthdate_vendorname_property assigned_category" (i.e. "20230122_davis_septic_CE_septic_repair")



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- **Purchase via Lowe's:** If an item is purchased through Lowe's, there is no need to keep the receipt ONLY if it's spent on a company credit card. You only need to have job name in format "property name+ unit number+detail of repair/improvement", (i.e. "CE lot 25 water repair")
- **Records keeping**
 - Tenant conversation should happen either through text message, email, phone call or in person.
 - Always use Rent Manager for texting and Grasshopper for phone calls.
 - Always cc support@thefelizhome.com when responding to tenants in email.
 - For the in person meeting, record a note in Rent Manager
 - All docs should be uploaded to the shared drive and dedicated property folder
- **Special Situations**
 - Onsite Manager is the first responder for dealing with any special situations including emergency at the property
 - **Every situation is different and it is a case by case basis, use your common sense. The following are just guidelines and may not include all scenarios.**
 - **Fire**
 - Call 911 immediately
 - Ask any neighbor about the current situation
 - If possible, get to the site asap
 - If not available, contact a maintenance crew to be on site
 - The priority is to see if anyone got injured
 - Report to Regional Manager about the incident along with pictures
 - Wait a day after the fire is put out and access the unit to check the damage

- If it's a tenant owned home, coordinate with the tenant on the repair and insurance. The tenant should be responsible for the loss
 - If it's a community owned home, take good pictures and we may need to submit for insurance claim
 - Figure out a way to place the tenant into temporary housing
- **Death**
 - If any tenant is found dead, call 911 immediately
 - Locate the tenant's emergency contact and call them directly.
 - Understand the reason for the death and then decide whether police needs to be involved
- **Storm/Drastic Weather**
 - If there is forecast for drastic weather/storm, please send group messages to all tenants and ask them to seek for shelter
 - For freezing weather, put "Freeze Weather and drip water" sign at the front of the park
 - Secure the office prior to the arrival of drastic weather
 - Stay safe during the storm
 - Communicate with tenants during and after the storms to see if there is any property damage and injury
 - If there is damage or injury, take pictures, assess damage and report to Elizabeth/Vincent immediately
- **Tenant Moving Home Without Notice**
 - Every week riding through the park, pay attention to any skirting being removed
 - If a tenant is found moving a home without notice, we need to engage in conversation with the tenant immediately
 - Inform the tenant that unannounced move will result in serious issues as it may damage the home and create liability problems for them
 - Find out who is moving the home. Notify the moving company that it is prohibited to move the home
 - We may notify the county or city with regards to this as they may require a moving permit before move
 - Utility companies also required to be notified as utilities need to be disconnected
 - In extreme cases, we may block the access so that the home cannot be moved.