

OWNER HANDBOOK

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Getting Started

Hello! We are **Innovate Realty & Property Management (IRPM)** powered by J.G. McSherry PM, a Limited Liability Company operating in Pennsylvania and New Jersey. We specialize in full-service property management and real estate brokerage. J.G. McSherry LLC has been operating since 1956 and is actively involved in Greater Philadelphia and the surrounding communities.

As a valued client, you are the front and center of this handbook. We hope it contains everything you need to navigate our general processes and policies. The purpose of this manual is to communicate the policies, procedures, and practices that dictate how we intend to manage your property. It will serve as your guide to our management practices.



Welcome

Thank you for choosing **Innovate Realty & Property Management (IRPM)** to manage your investment property. We are aware that you had many choices, and we appreciate that you have selected us as your property management company. **IRPM** works to achieve the highest professionalism in Real Estate, Brokerage, and Property Management Services. Therefore, we have prepared the **IRPM** Owner Handbook to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services.

Innovate Realty and PM forms have also been included with this manual. There are some to fill out upon receipt unless already you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists IRPM in setting up and maintaining an accurate account for you and your investment.

The information provided in the Innovate Realty and PM Owner Handbook will be updated regularly to reflect changes in Landlord/Tenant laws, economics, personnel, policies, and procedures change accordingly to events that take place. IRPM works diligently and continually to improve our services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing Innovate Realty as your Property Management Company. We look forward to a successful business relationship.

Owner Documents

A copy of your management agreement is included with the *Innovate Realty and PM Owner Manual*. Refer to it as needed and keep it with this information for a handy reference. **It is important that IRPM receive all critical information as we begin management.** You may have completed the documents listed below. If not, we need you to fill out and return the following documents.

Owner Information

This information enables Innovate Realty and PM to set up your account.

Electronic Banking Authorization – ACH form

This form enables IRPM to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

Mortgage Authorization

This form enables IRPM to make payments and obtain information when needed from your mortgage company. Please send this directly to the mortgage company and forward a copy of your request to IRPM.

Utility Authorization

This form enables IRPM to make payments and obtain information from the utility company when needed. Please send this directly to the utility company and forward a copy of your request to IRPM.

Insurance Authorization

This form requests the insurance company issue a copy of your property insurance to IRPM and that they name J. G. IRPM as “additional insured” on your policy. Please send this directly to the insurance company and forward a copy of your request to IRPM.

Owner Vacation Notice

This is for notifying IRPM when you will be unavailable for more than two weeks so that IRPM is prepared in the event of an emergency.

Communication is a key to the success in any relationship and the Innovate Realty and PM/Owner relationship is certainly not an exception. We work constantly to improve communications with all our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyer, sellers, and the public.

Company communication

Innovate Realty and PM personnel communicate by:

- Telephone
- Text Message
- Email
- Fax
- Written correspondence

Owner Communication

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. IRPM needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. To assist in communicating any changes to us, we have provided the “Change of Owner Information” form with this manual that is easy to use.

IRPM encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the IRPM forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. With the problems of viruses and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

Office Information

Admin Office: 603 County Line Rd, Huntingdon Valley, PA 19006
Philadelphia Office (by Appt): 10082 Sandmeyer Ln, Philadelphia, PA
New Jersey Offices: 204 Creek Road, Mount Laurel, NJ 08054
39 S Main St suite 201, Mullica hill, NJ 08062
Fax: 215-745-6404
Phone: 215-745-4200
Website: www.IRPM.co

Technology

IRPM is excited to offer exclusive property management services integrated with technology and automation. Many of our tasks are fully automated for the increased convenience of our clients.

Web-Based Property Management Software: We use **APPFOLIO** – an internet-based property management software system endorsed by the National Association of Residential Property Managers (NARPM).

Owner Portal: Owners can View or download published statements and reports, make secure monetary contributions via credit/debit card or eCheck (ACH) to the property of your choice, see any files your property manager has shared and update bank account information. ([CLICK HERE](#))

Tenant Portal: Tenants also can view their payment records, current balances, make payments, review documents, give notice to vacate, make comments, submit repair requests, and leave a forwarding address on their portal 24/7. Good software makes all this simple and affordable.

Web-Based Property Management Files: Our property management software, in conjunction with several outside sources such as Dropbox and YouTube, allow us to have off site backup for all pictures, video, and files.

Web-Based Phone System: To drive efficiency in our phone systems we use a web-based phone system that works as a cloud based VOIP (voice over internet protocol) phone system. It allows much more flexibility, functionality, and can even turn emails into voicemails making sure a call is never missed!

Innovate Realty and PM Website – www.IRPM.co

Websites are not just a tool to communicate with the public; they've become the face of the company. We use ours extensively to attract new customers as well as to serve our existing clients and tenants. We post as much information as possible to our website for easy reference.

Owner Responsibilities

IRPM takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify IRPM of any ownership change or eminent owner change for the managed property.
- Supply IRPM with accurate information so IRPM can service the management account properly.
- Review statements monthly and notify IRPM of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify IRPM if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain applicable rental license, business privilege license as required by municipalities.
- Maintain a current insurance policy for their property that includes IRPM as additional insured.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat IRPM personnel with courtesy and notify IRPM principals if there are problems with personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, IRPM requests the owner assign a third party to represent this in this capacity.

Scope of Management



Enhanced Tenant Screening



Innovative Rental Marketing



Rent Collection



Transparent Property Maintenance



Thorough Financial Reporting



Routine Property Inspections



Evictions



Home Watch

We want you to know what Innovate Realty and Property Management can and will do for you as your property management company. Therefore, IRPM has outlined details on our policies and procedures in future pages of this information. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

What is not included in Innovate Realty and Property Management services

Because IRPM provides owners with full service, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services.

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, attending eviction court or any other court hearings, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.

If you have any questions on what is included or not included in property management, please let us know. We will have more information on additional services later in this manual.

Company Policy

It is very important in the field of Property Management that IRPM follows local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Residential Property Managers, NARPM, and the Institute of Real Estate Managers, IREM. Additionally, we train all personnel to follow the Innovate Realty and Property Management Policy and Procedures Manual and IRPM Employee Manual.

Department of real estate requirements

The **Pennsylvania** Real Estate Commission requires licensing for all persons conducting Property Management, and Real Estate Sales in our state. Innovate Realty and PM requires all personnel that are Brokers, Property Managers, Leasing and Real Estate Agents to have a **Pennsylvania** Real Estate license.

Code of ethics

IRPM follows the Code of Ethics outlined by both NARPM and IREM. IRPM considers this a top priority in conducting business and is required of all Personnel.

Drug-free policy

Innovate Realty and PM has a drug-free policy for all personnel, vendors, and tenants. IRPM incorporates this policy into rental/lease agreements, tenant, personnel, and vendor documentation.

Legislation

IRPM adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts IRPM follows:

- Fair Housing (HUD) – Innovate Realty and PM supports and follows Fair Housing laws and guidelines; the IRPM office displays Fair Housing signage
- Equal Opportunity - IRPM is an Equal Opportunity employer; the office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- FTC – Fair Trade Commission
- EPA – Environment Protection Agency

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. IRPM follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978, require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and IRPM provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. IRPM then forwards the required disclosure to owners for signature.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Beginning October 1, 2020, landlords will be required to test and certify all rental properties as lead-safe or lead-free in order to **A)** execute a new or renewed lease or **B)** receive or renew a rental license.

Mold issues

IRPM regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and Innovate Realty and PM acts if a tenant reports mold. IRPM notifies owners as soon as practical of any mold issues so IRPM and/or the property owner can take the proper steps.

Funding FAQ's

When you entered into a management agreement, Innovate Realty and PM established an account for you and your property. IRPM recognizes the importance of accurately collecting and disbursing funds. The property management program, **Appfolio**, used by IRPM is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the **Pennsylvania Real Estate Commission**.

Banking

IRPM holds your funds in a trust account which **does not** earn interest. IRPM accounts for each owner's funds separately and does not co-mingle funds with broker monies.

Monthly statements

IRPM sends monthly statements to owners via email. It is also available in your owner portal on Appfolio. If you have difficulty reading your monthly statement, please contact your management team. We are happy to assist you and answer your questions.

Disbursement of monthly funds

IRPM disburses available funds to owners on either the **15th or last day** of each month. If this day falls on the weekend, IRPM issues funds on the next business day. IRPM does not disburse funds on weekends and holidays. IRPM does NOT issue owner checks unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that IRPM adheres to this schedule to ensure servicing every owner's account.

Innovate Realty and PM distributes owner funds in two ways

ACH direct deposit – directly disbursed into an owner’s bank account; IRPM mails/emails monthly statements after disbursement. A form to start ACH is included with this information.

End of year procedures

At the end of each year, IRPM is required to file 1099’s for income received. Please note that this amount is for “total income received,” and not the yearly total of owner disbursements. The Internal Revenue Service dictates the “total income received” requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply IRPM with the necessary Social Security/Tax ID information so the 1099 is accurate. IRPM will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another change form, please contact us.

IRPM also issues 1099s for disbursements to vendors. Therefore, owners do not have to issue 1099s for work completed and paid through the IRPM trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner’s personal account.

The last statement of the year will reflect “total amounts” for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs, and maintenance, etc. The amounts will not reflect any funds issued through the owner’s personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. IRPM does not issue statements to the owner’s tax preparers.

Renting Your Property

Preparing to rent the property

When prospective tenants view your vacancy, IRPM wants the property to look its best and compete with area rentals. A property maintenance report and rental market survey will be completed. The IRPM management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the rent

Supply and demand determine rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are “for rent” in the same area, it can make it easier to rent the property. Markets change and IRPM advises owners on the “current rental market.”

How long will the property be vacant?

This is the most asked question IRPM receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, IRPM works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have “a quality tenant.”

IRPM, or any other property management company, can rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

Advertising and Marketing

Innovate Realty and PM Website & Online Apartment Platforms

IRPM has found that the IRPM websites, **IRPM.co** receives tremendous exposure, as well as using **Zillow, Trulia, Apartments.com, Zumper, Lovely, Realtor.com, Craigslist and others as appropriate**. IRPM takes full advantage of this medium to reduce advertising costs and gain more exposure for your property.

Signage

IRPM may display “For Rent” signs prominently, and each sign carries the appropriate extension for the property. Signs promote calls. The caller can immediately access the property information and showings 24 hours a day. In some cases, signage is not allowed or appropriate.

Showings & Applications

The IRPM property managers conduct showings for each vacant unit. We arrange showing times for your property in advance. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available on the IRPM website, at the property showings, and other advertising platforms.

Processing Tenant Applications

Tenant screening

Thorough screening is crucial to successful Property Management. IRPM requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

Cosigners

IRPM normally does not accept cosigners. IRPM policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner on a property.

Pets

If an owner authorizes a pet, IRPM charges a non-refundable pet fee and an additional rental fee. IRPM does not use the term “pet deposit.” By avoiding this terminology, IRPM can use the amount of the entire security deposit when there is animal/pet damage.

Processing Tenant Applications Cont.



Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the IRPM application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure of pets while taking an application. If you do allow a pet, IRPM does not place inappropriate pets in a property.

IRPM recommends to owners that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets. Then, based on the owner preference on pets, IRPM can automatically notify the applicant that the owner does not allow pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service animals

Special note: service animals for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, property managers and property owners can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

Tenant Move In



Rent and security deposits

IRPM does not accept personal checks prior to renting the property and does not allow “payments” on security deposits – we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting. Once approved, all applicants must pay in full, the first month’s rent, the last month’s rent and a security deposit, in certified funds. However, IRPM does not exceed the maximum-security deposit allowed by **Pennsylvania** landlord/tenant laws.

Rental/lease agreements

Once IRPM receives funds, a thorough rental/lease agreement with the applicant is completed. The IRPM five-page maintenance addendum and all necessary addendums are included with this documentation. **All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements.** If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Walk-through

A vital part of the rental agreement is a detailed walk-through addendum performed with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the IRPM team completes the walk-through with the tenant before the tenant takes possession of the property. The walk-through documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. IRPM also documents the move in with digital photos.

Tenant Move In Cont.



Tenant handbook

Tenants immediately receive the *"IRPM Tenant Handbook."* This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant education and preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the *"IRPM Tenant Handbook."* IRPM wants both owners and tenants to be well informed.

Resident Emergency/Disaster Handbook

We now provide tenants with a handbook to help them to prepare for emergencies or disasters. There are conditions where Innovate Realty and PM cannot immediately assist them if there is a major emergency or disaster. We want them to be prepared.

Working With Your Tenant



Collecting rent

Rents are due on either the **1st or 15th** day of the month and are late if not received in the IRPM office by the 5th or 20th of the month. IRPM recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If IRPM receives the rent prior to issuing owner funds, IRPM does not contact the owner unless the IRPM management team determines there is an ongoing rent issue.

Notice to pay or quit

If IRPM does not receive rent by the due date, IRPM prepares and delivers a timely notice to pay or quit, as the law allows. IRPM makes every effort to mail and post notices properly should legal action be required. If IRPM determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, IRPM contacts the property owner and works out a plan of action.

Other notices

There are other notices that may be involved with tenants. IRPM serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, IRPM contacts the owner with the information to discuss the situation.

Working With Your Tenant Cont.



Tenant problems

IRPM has years of experience handling the myriad of tenant difficulties that can occur. The IRPM policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. IRPM treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, IRPM contacts the owner, and works to find a solution for the problem. Our company policy is to take a “what if” approach. IRPM documents tenant problems if it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what IRPM recognizes and works to prevent legal issues from arising.

Legal action

Although IRPM works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, IRPM will contact the owner prior to acting, discuss what is needed, and obtain owner authorization.

Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the IRPM policy.

IRPM has already started with educating the tenant by:

- Completing a detailed IRPM Rental Agreement, which includes the five-page maintenance addendum that outlines what are tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a walk-through documenting the condition of the property before the tenant takes possession.
- Supplying tenants with the *“IRPM Tenant Handbook,”* which provides additional instructions on the care of the property and how to report maintenance.

We want the tenant to know from the beginning of their tenancy that the IRPM/property owner expectations are to “care for the property.” This approach can prevent costly maintenance.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issues and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior,

Maintenance Cont.



and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why our tenant instructions require tenants to report maintenance issues. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs is certainly more favorable in such cases.

The IRPM management teams contact owners regarding maintenance as listed in the IRPM Management contract unless the situation is an emergency.

When a Tenant Vacates



Notice to vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when IRPM moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *IRPM Tenant Handbook*. All these documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

IRPM notifies the owner in writing with a letter giving details on how they will proceed with the tenant and re-renting the property. IRPM immediately places the property on the market to rent unless the owner notifies IRPM to take other measures.

IRPM also responds to the tenant notice with a detailed letter detailing the steps to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant move out

IRPM conducts a walk-through similar to the one performed when the tenant moved into the property. IRPM records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when the tenant move out to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move out, IRPM advises owners of any tenant damages, or any maintenance required to re-rent the property.

When a Tenant Vacates Cont.



Security deposit refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws.

Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

If collecting damages is required, IRPM will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. IRPM management does not include recovering tenant damages but leaves this to companies with expertise in debt collection. IRPM will supply consumer collection companies with the necessary documentation needed.

Additional Services



The following are “additional services” offered by IRPM to each property owner. They are not included in the fees for managing and/or leasing the property.

Annual survey/inspection

IRPM maintains properties as part of their property management services. This survey goes beyond overseeing normal maintenance. A **licensed contractor** performs this survey/inspection, and the purpose is to check the property thoroughly each year in order to perform necessary or preventative maintenance.

Supervision of extraordinary maintenance

IRPM charges a **percentage or minimum fee** for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

IRPM defines extraordinary maintenance as rehabilitation work that exceeds \$750.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

The IRPM policy is to consult licensed contractors for bids and solutions. Then IRPM contacts the property owner for authorization and/or decision regarding the maintenance.

Real Estate services

The IRPM Sales Division are available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free-market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.

Cancellation of Services



It is the goal of IRPM to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the IRPM cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- The IRPM management contract accepts 60 days written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The IRPM policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, IRPM must receive the notice within 5 business days of the date of the notice.
- IRPM does not accept cancellation of management by email due to lack of signatures.
- IRPM does accept fax cancellations.

Notice to current tenants

- IRPM will notify current tenants the date IRPM will no longer manage the property and that IRPM forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Cancellation of Services Cont.



Distribution of documents

- IRPM will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the IRPM office.

Final distribution of funds

- IRPM will distribute funds, including security deposits, and final statements to the owner within **number of** days of the terminating date of management, as agreed in the management contract.
- IRPM will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion



We hope you have found the *IRPM Owner Handbook* informative and useful. If so, please inform your management team. If you feel there is any other information IRPM can provide, let us know so we can include it in the future. We greatly value all of your feedback.

A reminder - do not forget to fill out the necessary IRPM forms and use the others when needed in the future. Call IRPM at 215-745-4200 any time when you need any forms.

Again, we want to thank you for your business, and we look forward to a successful management relationship.

