



since 1998

RM200PMD is an abbreviation used in lieu of the full company name, RE/MAX 200 Realty Property Management Division, and will be used throughout the RM200PMD Owner Manual.

Mission statement: The mission of RM200PMD is to provide quality service in property management and real estate sales in the central Florida community, demonstrating integrity and professionalism.

Principals: The driving force behind RM200PMD is Fred Thompson, a seasoned professional with 36 years of experience in the real estate industry. He leads with a clear vision and personally oversees all contracts, policies, and procedures while inspiring his personnel to always strive for excellence in serving their clients.

Dear Valued Client, welcome, and thank you for entrusting the care of your investment property to RE/MAX 200 Realty Property Management Division (RM200PMD). We are committed to providing you with the highest professionalism in Real Estate and Property Management Services.

We've created the RM200PMD Owner Manual to help you maintain a successful business relationship with us.

Please review this material carefully and contact your management team as soon as possible with any questions or with any questions or concerns as soon as possible

The RM200PMD Owner Manual is subject to change. We work to stay current with all landlord/tenant laws, policies, and procedures.

Owner Documents

A copy of your management agreement is included with the *RM200PMD Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

You may have completed the necessary paperwork. ***If not, please return the following documents as soon as possible. This is crucial as we are beginning management.***

1. ***Owner Information.*** This information enables RM200PMD to set up your account.
2. ***Specific Power of Attorney (SPA).*** Florida law requires all property owners to sign and notarize a Specific Power of Attorney (SPA) to allow their Property Manager to sign the lease agreement on their behalf.
3. ***Electronic Banking Authorization – ACH.*** This form enables RM200PMD to initiate Automated Clearing House (ACH) transactions, allowing direct fund transfers to your bank account. If you are not interested in initiating ACH now, you can use this form later.
4. ***Insurance Authorization.*** This form requests your insurance company to issue a copy of your property insurance to RM200PMD and add RM200PMD as an “additional insured” on your policy. Please send this request to your insurance company and forward a copy to RM200PMD. We have included forms for your convenience, along with self-addressed envelopes.
5. ***Change of Owner information.*** Please notify RM200PMD of any changes to their contact information, mobile number, address, and email.
6. ***Owner Work Request/Authorization.*** This authorizes any work requests that come up during telephone conversations with your management team.
7. ***Owner Vacation Notice This.*** This is a notification for RM200PMD in case of your extended absence to ensure that RM200PMD is prepared for any emergencies that may arise.

Our Staff

Management Team: Rest assured that you are in the best hands with our exceptional property managers, who have 20 years of experience in the realty field. You can trust us to take great care of you and your property.

Sales Consulting: Our highly experienced Real Estate agents can assist you with buying or selling properties. Contact us for a market analysis and information on investment properties and financing with no obligation for you.

Office Team: They specialize in handling a range of essential tasks, including answering phones and preparing documents. With their help, we can focus on our core responsibilities.

What RM200PMD services include:

Property management is a complex field. This manual helps you navigate the basics. However, specific questions may not be covered in this manual. Please feel free to reach out to your management team.

What RM200PMD services do not include:

At RM200PMD, we pride ourselves on providing comprehensive property management services. However, certain tasks may fall outside our standard offerings' scope or require additional fees and services. As licensed real estate agents, we are committed to upholding the highest standards of professionalism and ethics.

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, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.

We will have more information on additional services later in this manual.

If you have any questions on what is included or not included in property management, please let us know.

Owner Responsibilities

One of the top priorities for a successful management-owner relationship is mutual communication. It's crucial to value and prioritize open and effective communication to ensure a smooth and fruitful partnership. Let's work together to achieve this goal!

- ✓ Supply RM200PMD with accurate information so RM200PMD can service the management account properly.
- ✓ Inform us if you're planning a vacation and will be away for more than two weeks and share the emergency contact listed on the Owner Information Form. This way, we can prepare for any emergency repairs or major issues that may arise with your property.
- ✓ Notify RM200PMD of any ownership or eminent owner change for the managed property.
- ✓ Review statements monthly and notify RM200PMD of any discrepancies found as soon as possible.
- ✓ Check ACH statements monthly for accurate or missing deposits and immediately notify RM200PMD if there are problems.
- ✓ Maintain a current insurance policy for their property.
- ✓ Exercise responsibility for required maintenance and the safety of their tenants.
- ✓ Treat RM200PMD personnel with courtesy and notify RM200PMD principals if there are problems with RM200PMD personnel so they can be resolved quickly
- ✓ Visit the property periodically and if an owner cannot perform this function, RM200PMD requests the owner assign a third party to represent this in this capacity.

RM200PMD office and mailing address:

1155 Louisiana Ave. Suite 110 Winter Park FL. 72789

Office Hours: Monday to Friday. 8 am to 5 pm.

Info@ORLrent.com

Website www.ORLrent.com

Monthly newsletter

You'll get the monthly Orlando Investment Properties newsletter along with your statements. It's got all the latest news on property management and will keep you in the loop on housing issues. Plus, you'll get important updates for about RM200PMD. Don't miss out - it's a must-read.

Answers regarding funds

When you agreed to have us manage your property, we created an account for you with RM200PMD. We understand the importance of accurate fund collection and disbursement when it comes to property management. We use specialized software that can handle all aspects of property management and record keeping while adhering to the requirements set by the Florida Real Estate Commission.

Banking

Our trust account follows the Florida Real Estate Commission requirements and does not co-mingle funds with broker monies. It's important to note that each owner's funds are accounted for separately in our trust account, and it does not earn any interest.

Monthly statements

Documents Including daily activity are posted to the owners' online account. If you have difficulty reading your monthly statement, please contact your management team. We are always happy to assist you and answer your questions.

Monthly Fund Disbursement:

Our disbursement process takes place around the middle of each month, and in case this day falls on a weekend or holiday, we issue funds on the next business day. We only disburse funds when there are enough in your account to accurately process rents, pay vendors, and disburse funds for your account. We distribute owner funds through direct deposit via ACH, a secure and fast way to receive payments. You will find your monthly statements available online at www.ORLrent.com.

End-of-year procedures:

At the end of every year, our esteemed clients are required to:

- ✓ File 1099 forms for income received over \$600. Note that this amount is for "total income received,
- ✓ Provide us with your Social Security/Tax ID information, which we will use to ensure that your 1099 form is accurate.
- ✓ We will send you the 1099 for your rent by January 31 for the previous tax year.
- ✓ Please note that you do not have to issue 1099s for work completed and paid through our trust account. However, any vendor paid through your personal account is your responsibility, and you must issue 1099s for their work.
- ✓ Year-end statements will reflect "total amounts" for income and expenses, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc.
- ✓ You can submit your year-end statement to your tax person along with other information for income tax reporting.
- ✓ Owner Change of Information form. If you need another change form, get in touch with us without any hesitation. We expect you to comply with these procedures confidently in a timely manner and without fail.
- ✓ You can submit your year-end statement & 1099 to your tax person along with other information for income tax reporting.

Company Policies

In the field of Property Management, it's crucial for RM200PMD to comply with local, state, and federal legislation and guidelines. ***Our company takes immense pride in our industry. It strictly implements the guidelines and policies of several organizations, such as the National Association of Residential Property Managers (NARPM) and the National Association of Realtors (NAR).*** Moreover, through regular training, we ensure that all our personnel thoroughly read and follow the RM200PMD Property Management Policy and Procedures and RM200PMD Employee Manual.

Florida Department of Real Estate requirements

In Florida, a real estate license is required for all individuals involved in property management leasing and real estate sales, including brokers, and property managers. Our agents comply with this requirement at RM200PMD.

Code of ethics

RM200PMD follows the Code of Ethics outlined by NARPM and NAR® as a top priority in conducting business.

Drug-free policy

RM200PMD has a strict drug-free policy for everyone. It is incorporated into all rental/lease agreements, as well as personnel and vendor documentation.

Legislation

RM200PMD adheres to federal, state, and local laws and guidelines, including **Fair Housing, Equal Opportunity, SCRA, URLTA, FCRA, and EPA.**

Lead-based paint

All properties before January 1, 1978, require lead-based paint disclosures. We confidently comply with all lead-based paint guidelines. RM200PMD tenants receive disclosures and EPA pamphlets. We use certified vendors for lead-based paint work. We inform owners of necessary disclosures and scheduled work.

Mold issues

Mold issues are a top priority for RM200PMD in property management. Ignoring them can lead to costly lawsuits. Upon receiving any mold reports from tenants, RM200PMD informs owners promptly so that the necessary action can be taken.

Renting Your Property

Preparing Your Property for Renting

Your property deserves to be showcased in the best possible light when prospective tenants come to view it. That's why we conduct a property maintenance report and rental market survey before contacting you to discuss the details of your vacant property and any necessary maintenance.

Setting the Rent

The rental market is constantly changing and staying competitive with your rent. With our expert guidance, you can be assured that you'll be up to date with current rental rates and ready to attract quality tenants.

How Long Will the Property Be Vacant?

At RM200PMD, we have high standards for obtaining good tenancy. Our top priority is finding a quality tenant who will take care of your property and pay rent on time. We believe that waiting for the right tenant is worth the additional time it can take to rent your property. This ensures that bad tenants don't create more expense and another unwanted vacancy.

Advertising & Marketing

Internet/website

For decades now www.ORLrent.com has gained recognition for its outstanding content. We also use all the top-notch online resources such as [Zillow](#), [realtor.com](#), [apartment finders](#), [Hot pads](#), [MLS](#), Craigslist, Millionrss, My New Place, My Space, Classifieds, Rent Speed, Tenant Plus, Vast Villages List, Walmart Classifieds

Show Mojo

Show Mojo automates the leasing process for property managers and investors across North America, delivering significant cost savings, happier staff, reduced market times, and a better experience for prospective tenants.

Signage

RM200PMD displays "For Rent" signs with the appropriate property extension. Signs promote 24/7 property information and showings.

Showings and applications

The property managers of RM200PMD conduct shows for every vacant unit. We schedule showing times for your property beforehand using our voice messaging system. During the property showings, prospective tenants can ask questions, and the management team will provide answers and distribute applications. Alternatively, tenants can set up appointments by contacting the RM200PMD office directly and may obtain applications from the RM200PMD office, at the property showings, and on the RM200PMD website.

PROCESSING TENANT APPLICATIONS

Tenant screening

We want to make sure that all our tenants are financially stable and can support the property.

- ◆ To qualify, applicants must submit verifiable income information and a careful credit review to show they can support the property.
- ◆ It's not just about the numbers - we also take a close look at their rental history or previous home ownership and criminal background checks to ensure they'll be a responsible and reliable tenant.
- ◆ By cross-referencing all three areas - credit, tenant history, and income - we can determine whether prospective applicants qualify or disqualify.

Cosigners

- ◆ Cosigners aren't generally accepted at RM200PMD, as applicants are expected to qualify on their own. In exceptional cases where a cosigner might be needed, RM200PMD will discuss it with the owner before proceeding

Pet Criteria

- ◆ We understand that pets are part of the family, so if you allow them on your property, we'll also screen the pet.
- ◆ We collect a one-time-pet-fee for approved pets when the tenancy begins.
- ◆ We allow a maximum of two pets per property.
- ◆ We recommend listing pets as negotiable when your property is on the market. By being open to negotiation, you may be able to attract a wider pool of applicants and ultimately find the perfect tenant for your property.
- ◆ We cover up to \$700 in pet damage that exceeds your tenant's deposit.

Service animals

- ◆ Federal law states that 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.
- ◆ All applicants, regardless of disabilities or handicaps, will be evaluated on the same criteria and approved or denied accordingly.

Rent and security deposits

- ◆ RM200PMD does not accept personal checks prior to renting the property. All funds must be paid in full prior to renting. This eliminates prospective tenants who really do NOT have the necessary funds for renting.
- ◆ Once RM200PMD receives funds, a thorough rental/lease agreement with the applicant is completed along with all necessary addendums supplied by our attorney.
- ◆ Tenants must pay the *first month's rent and security deposit in certified funds.*
- ◆ A higher security deposit may be required if an applicant's credit score is below 700.
- ◆ All tenants 18 and over *must sign the rental agreement.*
- ◆ A vital part of the rental agreement is a detailed walk-through addendum performed before the tenant takes possession, documenting the condition of the property at the time of the move-in.
- ◆ Tenant education and preparation. Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Tenants receive the "RM200PMD Tenant Handbook" upon moving in, which provides valuable information on how to care for the property, report repairs, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

"Your property is now ready to generate profit."

WORKING WITH YOUR TENANTS

We offer your tenants different options to pay rent: through their **Tenant Portals on AppFolio**, at several commercial locations, or by check at our offices.

Rent is due on the 1st and considered late if not received by 11:59 pm on the same day, except for holidays or if the first is on a weekend. We only contact the owner if there is an ongoing rent issue, after making a serious effort to resolve the problem faced by the tenant.

Notice to pay or quit

If the rent payment is not received by the due date, we will take prompt action by preparing and delivering a notice to pay or quit in accordance with the law.

- ◆ We take every precaution to ensure that all notices are mailed and posted appropriately, in case legal action needs to be taken. Should we determine that the tenant is not going to pay the rent during the notice period, or shortly thereafter, we will proactively contact the property owner and devise a suitable plan of action.

Required Action Notices

We send notices when necessary to ensure that the property is well-maintained and safe for everyone. To correct minor problems, we may request tenants to clean up the landscape, perform inspections, or notify them of unauthorized occupants, among other things.

- ◆ These notices may be sent in the form of a letter or a legal notice form. Most often our tenants comply with them. However, if necessary, RM200PMD contacts the owner with the information to discuss the situation.

Tenant Eventualities

You may have hired a property manager to ensure peace of mind as a property owner. RM200PMD aims to provide by preventing any legal issues from arising.

- ◆ Our prime policy of finding good tenants almost reduces problems to the minimum.
- ◆ We deal with possible problems using a common-sense approach, following landlord/tenant law and using appropriate documentation.
- ◆ We contact our esteemed clients if the situation is serious to find a solution to the problem.

Legal action

RM200PMD 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, we will contact you prior to acting, discuss what is needed, and obtain your authorization.

ADDITIONAL SERVICES

- ❖ Note the following are not included in any of our management or lease agreements.

Referrals

Know someone in Central Florida who needs management services? Refer them to us. RM200PMD values their client business and believes in rewarding referrals from clients.

Real Estate services

Whether you're planning to buy more investment properties or sell your existing properties, including those that require 1031 exchanges, we've got you covered. The Sales Division of RE/MAX 200 Realty is here to assist you. You can request a free market analysis without any obligation.

CANCELLATION OF MANAGEMENT

At RM200PMD, we strive to provide satisfactory management services and build a successful business relationship with our clients. However, we understand that changes can occur at any time, such as property sales or notices of termination. In such cases, our cancellation policy ensures that we will handle your account cancellation professionally, promptly, and courteously.

Please review the following policies related to cancellation carefully.

Written notice

- ◆ Per the contract terms, either party must provide a written notice of cancellation, except during the minimum management period, with a minimum of 60 days' prior notice.
- ◆ The cancellation notice must be sent via US mail, and it should be received by RM200PMD within seven business days from the date of the notice
- ◆ Cancellations via email are not accepted due to the lack of signatures. However, fax cancellations are accepted. be sent via US mail, and it should be received by RM200PMD within seven business days from the date of the notice.

Notice to current tenants

- ◆ RM200PMD will notify current tenants of the date that RM200PMD will no longer manage the property and that RM200PMD forwards all security deposits to the owner's Florida bank account with tenant's permission per Florida state regulations.
- ◆ It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of documents

- ◆ RM200PMD 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 RM200PMD office.

Final distribution of funds

- ◆ RM200PMD will distribute funds, including security deposits, and final statements to the owner within sixty days of the terminating date of management, as agreed in the management contract
- ◆ RM200PMD will issue 1099 for funds collected during the current tax year when the tax year ends.

Thank you

Through this Owner's Manual we want to provide you with the possible tools so that your property is managed in the most efficient and hassle-free way possible so that you only enjoy your profits. To achieve this, reciprocal communication is vital.

Make sure to have this digital Owner Manual on hand and keep us updated.

At RE/MAX 200 Realty Property Management Division, we have built long-lasting business relationships with our investor clients. Thanks to this, we have enjoyed an impeccable reputation at state and national level. We are fully confident that we will create this strong bond of trust and productivity with you.

Fred Thompson

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