



BEELINE

**REALTY & PROPERTY
MANAGEMENT**

Make Your Beeline Home...

**Owner
Handbook**



BEELINE OWNER MANUAL TABLE OF CONTENTS

Beeline Owner Manual.....	2
Table of Contents.....	2
Welcome!.....	4
Owner Documents	5
Property Management Agreement.....	5
Property Management Agreement Supplement.....	5
Direct Deposit Authorization	5
Key Addendum.....	5
Eviction Protection Program	5
Lead Based Paint Addendum	5
“To Do List” Form	5
Change of Owner Information Notice.....	5
Beeline Realty & Property Management, Inc.....	6
Beeline Mission Statement	6
Beeline Owner.....	6
Beeline Communication	6
Company Communication	6
Beeline Website	6
General Office Information.....	7
Address.....	7
Office Contact.....	7
Office Hours	7
Personnel.....	7
Teams and Contact Information	8
Beeline Staff/Personnel	8
Owner communication	8
Email	8
Owner Responsibilities.....	8
The Scope of Property Management.....	9
What is included in Beeline Property Management services.....	9
What is not included in Beeline Property Management services	9
Company Policies	9
Department of Real Estate Requirements	9
Code of Ethics	10
Drug-Free Policy	10
Legislation	10
Lead-Based Paint.....	10
Mold Issues	10
Policies Regarding Funds	11
Banking	11

Monthly Statements.....	11
Disbursement of Monthly Funds	11
End of Year Procedures	11
Renting Your Property.....	12
Preparing to Rent the Property	12
Setting the Rent.....	12
How Long will the Property be Vacant?	12
Advertising/Marketing.....	13
Internet/Website	13
Signage	13
Showings and Applications.....	13
Processing Tenant Applications	13
Tenant Screening.....	13
Co-Signers	13
Pets.....	13
Service Animals.....	14
The Tenant Move-In.....	14
Rent and Security Deposits	14
Lease Agreements	14
Move-In Checklist.....	15
Tenant Handbook.....	15
Working with Your Tenants	15
Collecting Rent.....	15
Late Rent Policy	15
Notice to Pay or Quit	15
Oldest Charges Paid First.....	15
Other Notices	15
Tenant Problems	16
Legal Action	16
Maintenance	16
Preventative Maintenance	16
Emergencies/Disasters.....	17
When The Tenant Vacates	17
Notice to Vacate	17
Communication with Owners and Tenants	17
Tenant Move-Out	17
Security Deposit Refunds	17
Collections.....	18
Additional Services	18
Referrals.....	18
Annual Professional Property Inspection	18
Supervision of Extraordinary Maintenance	18
Eviction Protection Plan.....	18
Real Estate services.....	19
Cancellation of Management.....	19
Written Notice.....	19
Notice to Current Tenants.....	19
Distribution of Documents.....	19
Final Distribution of Funds	19
Conclusion	19

Beeline Realty & Property Management, Inc.

41012 Crimson Pillar Ln Ste 204, Lake Elsinore, CA 92532 • Bus: (866) 501-5070 • Fax: (866) 976-8903
BRPM1@live.com www.BeelineRPM.com

WELCOME!

Thank you for choosing Beeline Realty & Property Management, Inc. (Beeline) to manage your investment. We are aware that you had many choices and we appreciate that you have selected us as your property management company.

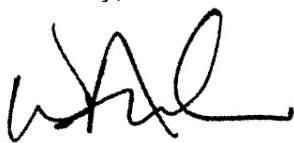
Beeline works to achieve the highest professionalism in Real Estate and Property Management Services. Therefore, we have prepared the Beeline Realty & Property Management, Inc. Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

Beeline forms may also be included with this manual. There are some to fill out upon receipt unless you have already completed them. There are additional forms that may be of assistance to you in the future. Completing and using the forms assists Beeline in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the Beeline Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. Beeline works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing Beeline Realty & Property Management, Inc. as your Property Management Company. We look forward to a successful business relationship for many years to come.

Sincerely,



Christian Amacker, GRI
Broker/Owner
Beeline Realty & Property Management, Inc.

OWNER DOCUMENTS

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

It is important that Beeline receive all critical information as we begin management. You may have completed the documents listed as included with your original management documents. If not, all forms are available on the Beeline website on the “Forms Online” page. Please print any necessary form and fax or email to Beeline at your convenience.

Property Management Agreement

This activates your management account with Beeline and is the starting point for managing your rental home.

Property Management Agreement Supplement

This notifies Beeline of any amenities and/or incentives included with your property. Serves as a written reminder of what is included and/or special instructions applicable to each specific home.

Direct Deposit Authorization

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

Key Addendum

Beeline needs to receive a minimum number of keys and garage remotes to your property. Copies of such keys may be obtained by the owner or by Beeline on the owner’s behalf. The Key Addendum form explains what keys are needed, how many are needed, and the cost of any items to be purchased or replaced.

Eviction Protection Program

This form enables owners to enroll in Beeline’s comprehensive Eviction Protection Program, which covers the full cost of nearly all evictions, from start to finish, up to a \$1600 maximum per eviction. An Eviction Protection Program form is included with your management documents. If you are interested, ask your management team for more information.

Lead Based Paint Addendum

Informs the tenant of any possible lead based paint used in the construction of homes built prior to January 1, 1978. Tenants sign lead-based paint disclosures prior to renting a property and Beeline provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*.

“To Do List” Form

Notify Beeline of any work you would like for us to handle for you. If you request for us to perform work on the home, such as painting, housecleaning service, etc, you can give us your “to-do” list and we will take care of everything for you.

Change of Owner Information Notice

Notify Beeline of any important change when it happens – address, telephone, email, etc.

BEELINE REALTY & PROPERTY MANAGEMENT, INC.

Beeline Realty & Property Management, Inc. is a full-service property management company operating in Riverside County, California, specializing in full-service residential property management and residential sales. The company has been in operation since 2007, and is actively involved in the Temescal Valley Community.

Beeline and BeelineRPM is an abbreviation used in lieu of the full company name, Beeline Realty & Property Management, Inc., and will be used throughout the *Beeline Owner Manual*.

Beeline Mission Statement

The mission of Beeline is to provide quality service in property management and real estate sales in the Temescal Valley area community, demonstrating integrity and professionalism.

Beeline Owner

The owner/principal of Beeline is Christian Amacker. He is the Broker of Beeline and has been self employed full time in the real estate industry since 2003. Christian provides the leadership, guidance, and direction of Beeline. He personally oversees all contracts, policies, and procedures, and works to educate his personnel to provide excellent service to our clients.

BEELINE COMMUNICATION

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

Company Communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, company website, and office hours. While we are happy to talk to you directly on the phone, written/email correspondence is preferred when possible.

Beeline Personnel communicate by:

- Email
- Written correspondence
- Telephone
- Fax

Beeline Website

Beeline leads the market in internet marketing technology. The company website, www.BeelineRPM.com, has proved to be a tremendous asset and is an invaluable tool in marketing and advertising your home for rent. Here are a few of the benefits for clients on the Beeline website:

- Prospective tenants easily find our site on Google and other top search engines.
- Ads contain up to 18 photos and are well designed with a comfortable, informative layout.
- Rental applications are available for direct download from the website.
- Tenants can access important information, such as their rental balance and payment ledger.

- Tenants can submit online maintenance and repair requests through the website. Online maintenance requests are track-able and traceable for the purposes of record-keeping and managing repairs in a timely fashion.
- Owners are able to log into their accounts, and view and approve work orders online through the Beeline website.

General Office Information

Beeline Realty & Property Management, Inc.			
Address			
		41012 Crimson Pillar Ln, Suite 204	
		Lake Elsinore, CA 92532	
Office Contact			
Toll Free #		866-501-5070	
FAX #		866-976-8903	
Email		brpm1@live.com	
Website		www.BeelineRPM.com	
Office Hours			
		Monday – Friday AM	9:30 am – 5:30 pm
		Saturday	By appointment only
		Sunday	Closed
		Federal Holidays	Closed
Personnel			
		Office # Extension:	Direct Email:
April Graham Company Manager & Accountant		866-501-5070 x701	aprilgraham99@gmail.com
Chris Brown Property Manager, Realtor		866-501-5070 x703	theorioncorp@gmail.com
Bo Lowe Development & Appreciations Manager		866-501-5070 x705	bolowe2@gmail.com
Carmen Bowyer- Admin Assistant		866-501-5070 x9	carmenbowyer@gmail.com
Bill Amacker Applications & Showings Manager		866-501-5070 x704	billyamacker@yahoo.com
Christian Amacker Broker, Owner, Realtor, Property Manager		866-501-5070 x707	camacker@live.com

TEAMS AND CONTACT INFORMATION

Beeline Staff/Personnel

We have a complete staff to assist you for any problem. What Beeline has found effective for servicing tenants is "Teamwork." Together Everyone Achieves More.

- **Management Team:** Beeline has assigned a management team to your account, consisting of a Property Manager, an Assistant Property Manager, and a Showings/Applications Manager. They focus on showing your property, processing applications, renting, managing all the many facets of tenancy, and handling the details when the tenant moves.
- **Office Team:** The office team supports all Beeline Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing and processing documents, and coordinating with your management team.
- **Sales Team:** Beeline also has a sales team that can assist you with Real Estate, buying or selling. The sales team consists of experienced and licensed Real Estate agents. There is no obligation when you ask for a market analysis for the value of your current property, information for purchasing a new investment property, or available financing.

OWNER COMMUNICATION

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any information or change that can affect your account. Beeline needs to know if you change your contact information, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information.

Email

Beeline encourages all owners to use email to contact us. It is fast and effective and creates a conversation trail so no details get overlooked. Please supply us with your email address on all the Beeline forms. We will enter your email address into our database.

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

OWNER RESPONSIBILITIES

A successful business relationship works both ways. Beeline takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify Beeline of any ownership change or eminent owner change for the managed property.
- Supply Beeline with accurate information so Beeline can service the management account properly.
- Review statements monthly and notify Beeline of any discrepancies found as soon as possible.

- If using ACH, check statements monthly for accurate or missing deposits and notify Beeline if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat Beeline personnel with courtesy and notify Beeline principals if there are problems with Beeline personnel so they can be resolved quickly.

THE SCOPE OF PROPERTY MANAGEMENT

What is included in Beeline Property Management services

We want you to know what Beeline does for you as your property management company. Therefore, Beeline has outlined details on our policies and procedures in the following pages of this handbook. 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.

What is not included in Beeline Property Management services

Because Beeline 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 (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. The following paragraph indicates services that are not included in standard property management services.

Normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, professional inspection, 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.

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

COMPANY POLICIES

It is very important in the field of Property Management, that Beeline follow 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 National Association of Realtors, (NAR).

Department of Real Estate Requirements

The California Department of Real Estate requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Beeline requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a California Real Estate license.

Code of Ethics

Beeline follows the Code of Ethics outlined by both NARPM and NAR®. Beeline considers this a top priority in conducting business, and is required of all Beeline personnel.

Drug-Free Policy

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

Legislation

Beeline 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 Beeline follows:

- Fair Housing (HUD) – Beeline supports and follows Fair Housing laws and guidelines; the Beeline office displays Fair Housing signage
- Equal Opportunity – Beeline is an Equal Opportunity employer; the Beeline 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
- EPA – Environment Protection Agency
- FEHC – California Department of Fair Employment and Housing
- HCD – California Department of Housing and Community Development
- DRE – California Department of Real Estate
- DCA – California Department of Consumer Affairs
- Riverside County Housing Authority

Lead-Based Paint

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

Mold Issues

Beeline 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 Beeline takes action if a tenant reports mold. Beeline notifies owners as soon as practical of any mold issues so Beeline and/or the property owner can take the proper steps.

POLICIES REGARDING FUNDS

When you entered into a management agreement, Beeline established an account for you and your property. Beeline recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by Beeline is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the California Department of Real Estate.

Banking

Beeline holds your tenant's security deposit in a trust fund mandated by the state of California. This account does not earn interest. Beeline accounts for each security deposit separately in the trust account and does not co-mingle funds with broker monies, following the California Department of Real Estate requirements.

Monthly Statements

Beeline sends monthly statements to owners by email on the last business day of the month. 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

Prior to October 1, 2010, Beeline will disburse available funds to arrive to owners on the 15th-17th day of each month, notwithstanding delays caused by holidays and/or mail/postal service delivery times. Effective October 1, 2010, Beeline will begin a new payment system whereby payments will arrive to you on or before the first day of the month. This new system follows a traditional monthly accounting and billing/receivable cycle, thereby eliminating many of the problems and statement-related confusion associated with the former system. Starting in October, payments will be posted five days prior to the last day of the month, and the monthly accounting cycle will be adjusted to run in concurrence with a calendar month. Payments should arrive to owners on or before the 1st business day of the following month notwithstanding mail delivery delays such as weekends and federal holidays. Beeline does not disburse funds on weekends and holidays and Beeline does not issue owner payments unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, disburse funds for your account, and to provide you with simple and easy to understand monthly statements. Therefore, it is vital that Beeline enact this new schedule to ensure accurate and precise service to every owner's account.

Beeline distributes owner funds in two ways:

- Company check disbursed directly to the owner.
- ACH/Direct Deposit – Electronically disbursed into an owner's bank account; Beeline emails statements after disbursement. A form to start Direct Deposit is included with this packet.

End of Year Procedures

At the end of each year, Beeline is required to file 1099's for income received over \$600. 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 Beeline with the necessary Social Security/Tax ID information so the 1099 is accurate. Beeline 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.

Beeline also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the Beeline account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

In addition to regular monthly statements, the owner will receive a "year-end" statement which 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 owners personal account. Owners can submit their year-end statement to their tax person along with other information for income tax reporting. Beeline does not issue statements to the owner's tax preparers directly.

RENTING YOUR PROPERTY

Preparing to Rent the Property

When prospective tenants view your vacancy, Beeline wants the property to look its best and to compete effectively with other area rentals. An initial property inspection and maintenance survey will be completed. The Beeline management team will contact you to discuss the details of your vacant property and any necessary maintenance or improvement. Homes should be cleaned to "professional" standards prior to initial occupancy. Carpets should be professionally shampooed and paint should be clean, touched up, and of uniform color, not mismatched or discolored. Once the property is in proper shape, Beeline will work hard to keep it that way. Upon move-out, every tenant will be required to clean the home and restore it to its original condition, minus normal wear and tear. This means you should only have to clean once!

Setting the Rent

Supply and demand determines rent. If there are multiple, or superior, rentals available in the area of your property, it may be necessary to be more competitive in terms of rent pricing. If very few rentals are in the same area, it can make it easier to rent the property for a higher price. Markets change and Beeline advises owners on the "current rental market." We can discuss this matter with you in great detail. Please contact us with your market related questions.

How Long will the Property be Vacant?

This is the most commonly asked question Beeline receives from owners. We consider a vacancy timeframe of 2-4 weeks to be typical and acceptable, but unfortunately, there is no way to predict how long a property will remain unrented. However, Beeline works diligently to rent the property as quickly as possible without compromising our tenant qualification standards. Ultimately, the most important objective is to have a "quality tenant."

Any 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 problems and should be avoided at all costs. Therefore, screening for the "right tenant" is usually worth any extra time it takes to get the home rented. If the property has been on the market for longer than you would prefer, we request to consider adjusting or slightly lowering the rent asking price. As lower prices create more interest, we should be able to rent the home faster with not more than one or two minor price adjustments.

ADVERTISING/MARKETING

Internet/Website

No other advertising or marketing venue can compete with the power of the internet. Statistics show that more than 97% of renters shop for homes online. Therefore, having a dominant internet-marketing program is imperative to the success of your rental endeavors. We utilize only the most effective ad sites to broadcast your home to the world. In addition to our first-class marketing program, our company website is a powerhouse of it's own with strong organic first-page rankings on Google with daily traffic averaging more than 100 visitors per day and a monthly average between 10,000-12,000 total hits per month.

Signage

Beeline displays "For Rent" signs prominently on or about the premises of each property when permitted.

Showings and Applications

The Beeline Applications/Showings Manager conducts showings for each vacant unit. We arrange showing times for your property in advance when possible. If your unit is to be shown while occupied, the occupant will receive a minimum of 24 hours notice of the scheduled showing. When prospective tenants see the property, the Showings Manager answers questions and distributes applications. Applications are available in the Beeline office, at the property showings, and on the Beeline website.

PROCESSING TENANT APPLICATIONS

Tenant Screening

Complete screening is crucial to successful Property Management. Beeline requires all applicants 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, rental history or ownership, eviction history, lien/judgment history, as well as state and federal criminal background screenings.

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 – this process 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).

Co-Signers

Beeline normally does not accept co-signers. Beeline 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 co-signer on a property. If this is the case, Beeline will notify the owner, discuss the reasons, and obtain owner authorization.

Pets

If an owner authorizes a pet, Beeline has certain conditions that are required of the tenant. Security deposits are increased and an administrative fee is charged to the tenant for processing and screening the pet. Beeline does not use the term "pet deposit" in any of our documentation. By avoiding this terminology, Beeline can use the amount of the entire security deposit if there is

animal/pet damage. Although the Beeline policy is to increase the security deposit, the amount is usually increased by \$250 per pet.

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether or not you have decided to allow a pet in your property, the Beeline application has a place for prospective tenants to list pets and how many. It is important to encourage a full disclosure on pets while taking an application. If you do allow a pet, Beeline will perform a pet screening to insure inappropriate pets are not placed in your property.

Beeline recommends to owners, when the property is on the market, that pets are “considered on a case by case basis.” This can solve two problems.

1. First, this encourages prospective applicants to disclose any pets. Additionally, many renters have pets, so by not allowing pets, your selection is reduced and it may take longer for the home to rent.
2. Second, by listing pets as negotiable, it helps to avoid missing a good tenant who may have an excellent rental history while owning a well cared for pet that could possibly be suitable for your property.

Service Animals

Special note: “Service animals” for handicapped/disabled persons are NOT considered 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, Landlords 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.

THE TENANT MOVE-IN

Rent and Security Deposits

Beeline 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 prorated rent, and a security deposit, in certified funds. It is normal Beeline policy to require a security deposit equal to the amount of one month’s rent. Deposits may be increased in the case of a pet or other credit or financial risk or concern, up to a maximum of two times the monthly rent for an unfurnished home or three times the monthly rent for a furnished home. Beeline does not exceed the maximum security deposit requirements allowed by the California landlord/tenant laws.

Lease Agreements

Once Beeline receives owner approval on a tenant, a thorough lease agreement is prepared and signed by the applicant. The tenant is provided with a “move-in condition checklist” so they can provide their own written documentation of the move-in condition of the property. Tenants are also provided with instructions on how to access the Beeline website to pay rent online and submit maintenance/repair requests.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements. If the accepted applicants are of a foreign nationality and cannot read and

understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.

Move-In Checklist

A vital part of the rental agreement is the move-in condition checklist performed with the tenant, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the Beeline team completes its own independent walk-through survey of the property prior to the tenant taking possession.

Tenant Handbook

Tenants immediately receive the “*Beeline 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.

WORKING WITH YOUR TENANTS

Collecting Rent

Rents are due on the first day of the month and late if not received in the Beeline office by the third (or the fifth – depending on your particular lease) calendar day (not business day) of the month. Please be aware that many things can happen where it concerns rent; sometimes checks really do get lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a diligent effort to determine why the tenant is having a problem, should one arise. If Beeline receives the rent within a reasonable timeframe, Beeline may not contact the owner unless we believe there to be an ongoing rent issue or problem warranting owner notification.

Late Rent Policy

Rents are due on the first and late on the third. A late rent fee in the amount of \$10 per day (up to a \$100 monthly maximum) is charged to the tenant account. Late fees, when collected, are divided equally between the owner and Beeline.

Notice to Pay or Quit

If Beeline does not receive rent within the 10 day late period, Beeline prepares and delivers a 3 Day Notice to Pay or Quit (POQ) to the tenant, as the law allows. Beeline makes every effort to mail and post notices properly should legal action be required. If Beeline determines the tenant is not going to pay the rent during the 3-day POQ period, or shortly thereafter, Beeline contacts the property owner and works out a plan of action. Options for getting the tenant “back on track” versus pursuing a legal eviction will be discussed.

Oldest Charges Paid First

If a tenant has an unpaid balance that carries over to the next month, when the next rent payment is received, payments will be applied to the oldest charge first. This includes charges for late rent, NSF fees, legal document service fees, unpaid utility bills, HOA fines, etc.

Other Notices

There are other notices that may be involved with tenants. Beeline serves notices as situations warrant, such as Homeowner’s Association warning or violation letters, or other notices such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey or inspection, 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, Beeline contacts the owner with the information to discuss the situation.

Tenant Problems

Beeline has years of experience handling the myriad of tenant difficulties that can occur. The Beeline policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. Beeline treats each problem with a common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, Beeline contacts the owner, and works to find a solution for the problem.

Our company policy is to take a proactive and preventative approach in dealing with problems. Beeline documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” Beeline recognizes this and works proactively to prevent legal issues from arising.

Legal Action

Although Beeline 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, Beeline will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.

MAINTENANCE

Preventative Maintenance

The best approach to maintenance is “preventative maintenance”.

First, Beeline has already started educating the tenant by:

- Completing a detailed Beeline Rental Agreement, which includes detailed maintenance instructions outlining tenant responsibilities regarding maintenance and repairs.
- Completing a walk-through inspection, documenting the condition of the property before the tenant takes possession.
- Supplying tenants with the “*Beeline 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 our expectations are to care for the property and to notify us immediately upon discovery of any problems. In evaluating any problem, we use “preventative maintenance” techniques when possible, to prevent small problems from becoming bigger. Often the minor expenditures save the most money such as doorstops, new AC filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repairs can prevent more costly future problems.

Additionally, it is just as 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 tenants are required to report maintenance problems or repairs. Tenants are informed that secondary damage, or damage that happens as a result of failure to report a superceding problem, may be billed to the tenant if a problem is not reported in a reasonable period of time. Avoiding major maintenance costs are certainly more favorable for everyone, in such cases.

The Beeline management teams contact owners regarding any maintenance issue prior to performing repairs, unless the timing of the situation is an emergency, in which case, the owner is notified as immediately as possible.

Emergencies/Disasters

When an emergency and/or disaster strikes, Beeline has policies in place for the property and tenants. Beeline notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by Beeline.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

WHEN THE TENANT VACATES

Notice to Vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when the tenant moves in. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *Beeline Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out. In any case, when a tenant gives notice to move, they are provided with thorough instructions on what they are expected to do.

Communication with Owners and Tenants

Beeline notifies the owner when a tenant schedules a move out. It is at this time that Beeline will discuss any changes to the existing management plan or agreement with the owner, i.e., changing rent prices, upgrades, repairs, etc. Tenant move out dates may be approximate and tenants are responsible for any carry-over rents resulting from any delay in vacating the property. Properties are not considered vacated until the tenant returns keys to the Beeline office.

Beeline also responds to the tenant move-out notice with detailed instructions on how to properly clean the home prior to completing their move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant Move-Out

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

After assessment of the tenant move out, Beeline advises owners of any tenant damages or any maintenance required to re-rent the property and whether or not funds will be withheld from the security deposit.

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 California laws and Department of Real Estate requirements. Owners may receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

If collecting damages is required, Beeline will refer the matter to a qualified consumer collection service at the termination of the tenant lease. Beeline management services do not include “collections” or recovering tenant damages, therefore any funds recovered by any Beeline collection activity will be divided equally between the owner and Beeline. Should the owner wish to retain 100% of collected funds, owners may opt to pursue collections activities themselves.

ADDITIONAL SERVICES

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

Referrals

Do you know someone who is looking for management services in our area? Beeline values your business and believes in rewarding referrals. Notify us in writing of any client referral, and should they rent their home with Beeline, we will reward you with one month’s free management service to your account. There is no limit to the number of free months you can earn, but you must notify Beeline of your referral prior to the client entering into a contract with Beeline and their home must be listed and rented prior to extending the rental referral reward.

Annual Professional Property Inspection

Beeline maintains properties as part of their property management services and performs annual property surveys at turnover. A survey is essentially a visual “walkthrough” and does not test appliances or electronics, and does not go into great detail. Beeline offers a Professional Property Inspection conducted by a Licensed Professional Home Inspector, that includes detailed documentation and photos of your property. A professional inspection can be invaluable in locating or discovering any unknown problem with the home. Our Professional Home Inspection services are available at significantly reduced prices compared to average professional home inspector fees. Please contact Beeline if you are interested in a Professional Property Inspection for your home.

Supervision of Extraordinary Maintenance

Beeline charges a 5% fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

Beeline defines extraordinary maintenance as rehabilitation work that exceeds \$5000.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, etc.)

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

Eviction Protection Plan

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The Beeline Eviction Protection Plan is available to you for \$9 per month per unit for 1-4 units or \$7 per month per unit for 5 or more units. Our screening process reduces the possibility of eviction, but evictions can happen to anyone. Should this occur, this plan covers the cost of any eviction up to a \$1600 maximum per eviction. An Eviction Protection Program form is included with your management documents. If you are interested, ask your management team for more information.

Real Estate services

The Beeline Sales Division is 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 members listed to provide you with the information or services you need.

CANCELLATION OF MANAGEMENT

It is the goal of Beeline 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 Beeline cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Written Notice

- The Beeline management contract accepts a 60 day written notice signed by either party, but this excludes the minimum management period. Please refer to your management contract.
- The Beeline policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, Beeline must receive the notice within 4 business days of the date of the notice, otherwise the date of receipt will be accepted.
- Beeline does not accept cancellation of management by email due to lack of signatures.
- Beeline does accept fax cancellations. Please contact the office or website for forms.

Notice to Current Tenants

- Beeline will notify current tenants of the date Beeline will no longer manage the property and that all security deposits are forwarded 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.

Distribution of Documents

- Beeline will supply current tenant documentation to the owner only.
- If the owner has employed new management, it is the owner's responsibility to provide documents, keys, and any other necessary materials to the new management company.

Final Distribution of Funds

- Beeline will distribute funds, including security deposits, and final statements to the owner within 30 days of the terminating date of management, as agreed in the management contract
- Beeline will issue a 1099 for funds collected during the current tax year when the tax year ends.

CONCLUSION

We hope you have found the *Beeline Owner Manual* informative and useful. If you feel there is any other information Beeline can provide, let us know so we can include it in future revisions. Also, call Beeline or check the Forms Library on the website any time when forms are needed.

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



Beeline Realty & Property Management, Inc.

Make Your Beeline Home...