



Aloha
PROPERTY MANAGEMENT

OWNER MANUAL

Table of Contents

Welcome.....	4
Owner Documents	5
Owner Information.....	5
Electronic Banking Authorization – ACH form.....	5
Utility Authorization.....	5
Insurance Authorization.....	5
Aloha Property Management	6
APM mission statement.....	6
APM principals	6
APM Communication	6
Company communication	6
APM website	6
General office information	7
Address information	7
Communication	7
Office Hours	7
Emergencies	7
Teams and contact information	8
APM staff/personnel.....	8
Owner communication	9
Email.....	9
Owner vacation notice.....	9
Owner Responsibilities	9
The Scope of Property Management	10
What is included in APM Property Management services.....	10
What is not included in APM Property Management services.....	10
Company Policies	10
Code of ethics	10
Drug-free policy.....	10
Legislation.....	10
Lead-based paint.....	11
Mold issues	11
Answers Regarding Funds.....	12
Banking.....	12
Monthly statements	12
Disbursement of monthly funds	12
End of year procedures	12
Renting Your Property	13
Preparing to rent the property.....	13
Setting the rent.....	13
How long will the property be vacant?	13
Advertising/Marketing	13
Internet/website.....	13
Publications/newspapers.....	13
Signage.....	13
Showings and applications	13
Processing Tenant Applications.....	14
Tenant screening.....	14
Cosigners.....	14
Pets.....	14

Service animals.....	14
The Tenant Move In.....	15
Rent and security deposits	15
Rental/lease agreements.....	15
Walk-through.....	15
Tenant handbook	15
Tenant education and preparation.....	15
Working with Your Tenants	15
Collecting rent	15
Notice to pay or quit	16
Other notices.....	16
Tenant problems	16
Legal action.....	16
Maintenance	16
Preventative maintenance	16
Emergencies/Disaster	17
When the Tenant Vacates.....	17
Notice to vacate	17
Communication with owners and tenants	17
Tenant move out	17
Security deposit refunds.....	18
Collections.....	18
Additional Services	18
Referrals	18
Annual survey/inspection.....	18
Supervision of extraordinary maintenance.....	18
Eviction protection plan	18
Cancellation of Management	19
Written notice	19
Notice to current tenants	19
Distribution of documents	19
Final distribution of funds.....	19
Conclusion.....	20
Owner Information.....	21
Automated Clearing House (ACH) Authorization.....	22
Insurance Authorization.....	23
Utility Authorization.....	24
Owner Information Change.....	25
Owner Vacation Notice.....	26

Welcome

Your Home. Our Heart.

Thank you for choosing Aloha Property Management (APM) 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.

APM works to achieve the highest professionalism in Property Management Services. Therefore, we have prepared the Aloha Property Management 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 further 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.

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

Special note: the information provided in the APM Owner Manual is subject to change.

Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. APM 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 Aloha Property Management 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 *(APM) Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that (APM) 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. Please return the appropriate forms with the self-addressed envelope included for your convenience.

Owner Information

This information enables APM to set up your account.

Electronic Banking Authorization – ACH form

This form enables APM 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.

Insurance Authorization

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

Utility Authorization

This form enables APM 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 APM.

Aloha Property Management

Aloha Property Management is a property management company operating in Boise, Idaho, specializing in full-service property management. The company has been operating since 2008, and is actively involved in the Ada County community.

APM is an abbreviation used in lieu of the full Aloha Property Management, and will be used throughout the *APM Owner Manual*.

APM mission statement

At Aloha Property Management, we're committed to providing you with the highest possible quality of professional property management service. We pledge to respond to all communications in a timely manner, to treat you and your tenants with integrity and respect, and to manage your property as carefully as if it were our own.

APM principals

The owners/principals of APM are John Davidson and Emily Nielsen. They are the owners of APM and have collectively, over five years of experience in the property management industry. John Davidson and Emily Nielsen provide the guidance and direction of APM. They personally oversee all contracts, policies, and procedures, and work to educate their personnel to provide excellent service to their clients.

APM Communication

Communication is a key to the success in any relationship and the APM 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, buyer, sellers, and the public.

Company communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

APM personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

APM website

APM stays current with business technology. The APM website, www.AlohaPros.com, has proved to be a tremendous asset. Here are a few of the benefits for clients on the APM website:

- Prospective tenants can search our site for available rentals.
- Tenants can access important information, such as a work order request, or send APM an email from the site
- New Owners can obtain send email, look at their statements and send money online.

General office information

(Aloha Property Management) General Information	
Address information	
Mailing address	6315 Ustick Rd
	Boise, ID 83704
Street address	6315 Ustick Rd
	Boise, ID 83704
Communication	
Business #	208-629-8814
FAX #	208-377-1331
Email	<u>info@alohapro.com</u>
Website	<u>www.AlohaPros.com</u>
Office Hours	
Monday – Thursday AM	10-12 am
Monday – Thursday PM	1-5 pm
Friday-Saturday	By appointment only
Sunday	Closed
Holidays	By appointment only
Emergencies	
	Call 208-629-8814 for emergencies

Teams and contact information

APM staff/personnel

We have a complete staff to assist you. APM has found that teamwork is effective for servicing resident's needs. Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Management Team:** APM has assigned a management team to your account, consisting of a Property Manager and Assistant Property 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 APM Personnel and Management. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, and coordinating with your management team.

Team	Position	Name	Phone + Ext.	Email
Mgmt Team	President	John Davidson	208-629-8814 X100	John@alohapros.com
	Property Manager	Lydia Mathie	208-629-8814 x104	lydia@alohapros.com
	Maintenance Coordinator	Lisa Greer	208-629-8814 x102	Lisa@alohapros.com
	Leasing Agent	Brittany Pease	208-629-8814 x101	brittany@alohapros.com

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. APM 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.

Email

APM encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the APM 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 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 vacation notice

APM respectfully requests that owners notify APM of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so APM is prepared in the event of an emergency repair or major problem concerning the owner's property and/or tenant. A convenient Vacation Notification Form is included with this manual.

Owner Responsibilities

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

Owner responsibilities are:

- Notify APM of any ownership change or eminent owner change for the managed property.
- Supply APM with accurate information so APM can service the management account properly.
- Review statements monthly and notify APM of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify APM 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 APM personnel with courtesy and notify APM principals if there are problems with APM personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, APM requests the owner assign a third party to represent this in this capacity.

The Scope of Property Management

What is included in APM Property Management services

We want you to know what APM does for you as your property management company. Therefore, APM 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 APM Property Management services

Because APM 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. We ask that you remember this when making a request, and review a paragraph that was included in your Management Agreement:

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, 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 APM 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. Additionally, we train all personnel by requiring them to read and follow the APM Property Management Policy and Procedures Manual and APM Employee Manual.

Code of ethics

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

Drug-free policy

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

Legislation

APM 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 APM follows:

- Fair Housing (HUD) - APM supports and follows Fair Housing laws and guidelines;
- Equal Opportunity - APM is an Equal Opportunity employer;

- 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. APM 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 APM provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. APM 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.

Mold issues

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

Answers Regarding Funds

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

Banking

APM holds your account in a trust fund mandated by the state of Idaho.

Monthly statements

APM sends monthly statements to owners. 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

APM disburses available funds to owners by the 20th of each month. If this day falls on the weekend, APM issues funds on the next business day. APM does not disburse funds on weekends and holidays. APM 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 APM adhere to this schedule to ensure servicing every owner's account.

APM distributes owner funds in two ways:

- Company check disbursed directly to the owner.
- ACH direct deposit – directly disbursed into an owner's bank account; APM has a owners portal to view monthly statements online after disbursement. A form to start ACH is included with this information.

End of year procedures

At the end of each year, APM 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 APM with the necessary Social Security/Tax ID information so the 1099 is accurate. APM 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.

APM 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 APM 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 owners personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. APM does not issue statements to the owner's tax preparers.

Renting Your Property

Preparing to rent the property

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

Setting the rent

Supply and demand determines 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 APM advises owners on the “current rental market.”

How long will the property be vacant?

This is the most commonly asked question APM 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, APM 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.”

APM, 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/Marketing

Internet/website

APM has found that the Internet and the APM website, www.AlohaPros.com receives tremendous exposure, as well as using Rental Home Professionals, Craigslist, Rentals.com, to name a few. APM takes full advantage of this medium to reduce advertising costs and gain more exposure for your property.

Publications/newspapers

APM wants the greatest exposure for your property and places advertising in the Idaho Statesman as a last resort.

Signage

APM displays “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.

Showings and applications

The APM property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our voice messaging system, and appointments by contacting the APM office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the APM office, at the property showings, and on the APM website.

Processing Tenant Applications

Tenant screening

Thorough screening is crucial to successful Property Management. APM 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

APM normally does not accept cosigners. APM 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. If this is the case, APM will notify the owner, discuss the reasons, and obtain owner authorization.

Pets

If an owner authorizes a pet, APM increases the deposit even more.

Many tenants have or want pets. It is illegal 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 APM application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. If you do allow a pet, APM does not place inappropriate pets in a property.

APM 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, APM 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, 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

APM 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, and a high security deposit, in certified funds. It is normally APM policy to require 80% security deposit than the rent. However, APM does not exceed the maximum-security deposit allowed by the Idaho landlord/tenant laws.

Rental/lease agreements

Once APM receives funds, a thorough rental/lease agreement with the applicant is completed. 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 APM 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. APM also documents the move in with digital photos.

Tenant handbook (Not in effect yet, coming soon!)

Tenants immediately receive the *APM 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 *APM Tenant Handbook*. APM wants both owners and tenants well informed

Working with Your Tenants

Collecting rent

Rents are due on the 1st day of the month and late if not received in the APM office by the 5th of the month.

APM 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 APM

receives the rent prior to issuing owner funds, APM does not contact the owner unless the APM management team determines there is an ongoing rent issue.

Notice to pay or quit

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

Other notices

There are other notices that may be involved with tenants. APM 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, APM contacts the owner with the information to discuss the situation.

Tenant problems

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

Our company policy is to take a “what if” approach. APM 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.” This is what APM recognizes and works to prevent legal issues from arising.

Legal action

Although APM 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, APM 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, and this is the APM policy.

First, APM has already started with educating the tenant by:

- Completing a detailed APM Rental Agreement, which includes several pages 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 *APM 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 APM/landlord 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 issue 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, 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, in our tenant instructions, we require them to report maintenance. 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 are certainly more favorable in such cases.

The APM management teams contact owners regarding maintenance above the \$150.00 minimum that is listed in the APM Management contract, unless the situation is an emergency. Also, besides our 12 yearly inspections, we do two preventative inspections a year at \$50 each visit. APM provides the owner with a detailed report with pictures of their property.

Emergencies/Disaster

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

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 APM 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 *APM Tenant Handbook*. All of these documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

APM notifies the owner by email detailing on how they will proceed with the tenant and re-renting the property. APM immediately places the property on the market to rent unless the owner notifies APM to take other measures.

APM also responds to the tenant notice by email 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

APM conducts a walk-through similar to the one performed when the tenant moved into the property. APM 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, APM advises owners of any tenant damages or any maintenance required to re-rent the property.

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. Idaho state law requires returning security deposit within 21 days. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

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

Additional Services

The following are additional services offered by APM 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 the Ada or Canyon County areas? If so, then notify your management team. APM values their client business and believes in rewarding referrals from clients. APM will reward with up to \$100 for a signed contract.

Annual survey/inspection

APM maintains conducts 12 exterior inspections a year as part of your property management services. APM conducts two preventative maintenance inspections a year at a cost of \$50 each visit. This survey goes beyond overseeing normal maintenance. A professional 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

APM charges a 10% fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

APM defines extraordinary maintenance as rehabilitation work that exceeds \$1000.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

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

Eviction protection plan (Not effective as of now)

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The APM Eviction Protection Plan is available to you for \$8.00 per month, paid on yearly basis. Our screening process reduces this possibility, but evictions can happen. With current eviction costs ranging from \$650 to \$800 just for the standard "Writ of Restitution", this program could save you more than \$700.00. The only part of an eviction that is not covered is the Sheriff's fee, or bond for removal, jury trial and counterclaim trial, should these become necessary. (In 3 years we have never had a jury trial and have only had one eviction.) Lost rent and damages are

also not covered under the Eviction Service Program. If you are interested, ask your management team for more information.

Cancellation of Management

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

Please review the following policies for cancellation.

Written notice

- The APM management contract accepts a 30 day written notice by either party, but this excludes the minimum management period or automatic renewal. Please refer to your management contract.
- The APM policy is to give cancellation of management by certified US Mail.
- If an owner sends a cancellation of management by certified US mail, APM must receive the notice within five business days of the date of the notice.
- APM does not accept cancellation of management by email due to lack of signatures.
- APM does accept fax cancellations.

Notice to current tenants

- APM will notify current tenants the date APM will no longer manage the property and that APM 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.

Distribution of documents

- APM 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 APM office.

Final distribution of funds

- APM 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
- APM will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found the *APM Owner Manual* informative and useful. If so, please inform your management team. If you feel there is any other information APM can provide, let us know so we can include it in the future. A reminder – do not forget to fill out the necessary APM forms and use the others when needed in the future. Call APM at 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.



OWNER UNIT INFORMATION FORM

Owner Name:		
Contact Name:		
Full Mailing Address:		
Email Address:		
Tax Payer Name: (Please enter only one)		
Tax ID# or SSN#: (Please enter only one)		
Home#	Work#	Pager#
Mobile#	Fax#	Other#

PROPERTY INFORMATION

Full Property Address:		# of Units:
		Year Built:
Major Cross St.:		List Unit #'s:
Gated Community (Gate Code):	Mail Box #:	Parking Space (s)#:
MISC. Property Info:		

Check One: <input type="checkbox"/> Single Family <input type="checkbox"/> Townhouse <input type="checkbox"/> Du-plex <input type="checkbox"/> Tri-plex <input type="checkbox"/> 4-plex <input type="checkbox"/> Apartment <input type="checkbox"/> Condominium	Check Which Applies: <input type="checkbox"/> Ceiling Fans <input type="checkbox"/> Basements <input type="checkbox"/> Dishwasher <input type="checkbox"/> Den <input type="checkbox"/> Fireplace <input type="checkbox"/> Pantry <input type="checkbox"/> Microwave <input type="checkbox"/> Family Room <input type="checkbox"/> Dining Area <input type="checkbox"/> Refrigerator <input type="checkbox"/> Storage Room <input type="checkbox"/> Walk-in Closets <input type="checkbox"/> Washer/Dryer <input type="checkbox"/> Single Story <input type="checkbox"/> Living Room	Check which Applies: <input type="checkbox"/> Community Pool <input type="checkbox"/> Covered Patio <input type="checkbox"/> Fenced Patio <input type="checkbox"/> Fenced Yard-Large <input type="checkbox"/> Fenced Yard-Small <input type="checkbox"/> Spa <input type="checkbox"/> Sprinkler System <input type="checkbox"/> Swim Pool-Fenced <input type="checkbox"/> Swim Pool-Not Fenced	Check Which Applies: <input type="checkbox"/> Air Conditioning Furnace <input type="checkbox"/> Gas or <input type="checkbox"/> Electric <input type="checkbox"/> Non-smoking <input type="checkbox"/> Pets Not Allowed <input type="checkbox"/> Pets OK <input type="checkbox"/> Pets w/Owner Approval	
#of Beds?	List Utility Companies:	Owner	Tenant	APM
#of Bath?	Water:			
Flooring Type?	Trash:			
Carpet Color?	Sewer:			
#of Garages/Carports/Spaces?	Electric:			
Square Footage?	Gas			

HOA INFORMATION

HOA Name:
Full Mailing Address:
Phone # (s):

OWNER HAS READ AND COMPLETED THE FOREGOING DESCRIPTION AND AGREES TO HOLD ARROWROCK PROPERTY SERVICES, INC., DBA ALOHA PROPERTY MANAGEMENT FREE AND HARMLESS FROM ANY LIABILITY OR DAMAGES ARISING FROM THE INCORRECT OR UNDISCLOSED INFORMATION PROVIDED BY THEM. BY SIGNING BELOW, OWNER HAS AGREED TO THE ABOVE.

OWNER SIGNATURE:	DATE:
CO-OWNER SIGNATURE:	DATE:

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH)

Company/Owner Name _____

I (we) hereby authorize Arrowrock Property Services INC., DBA Aloha Property Management, hereinafter called COMPANY, to initiate credit entries to my (our) _____ Checking Account, _____ Savings Account (Select One) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to credit the same to such account. I (we) acknowledge that the originations of ACH transactions to my (our) account must comply with provisions of U.S. law.

Depository Name:		Branch:	
City:	State:	Zip:	
Routing #:		Account #:	

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such a manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name:	Date:
Co-Name:	Date:

By typing your name in the signature line above, you agree to the above mentioned, terms, and conditions.

INSURANCE AUTHORIZATION

DATE: _____

TO: _____

FROM: _____

PROPERTY: _____

I am requesting that your company modify my rental insurance policy to add (Aloha Property Management) as "additional insured."

I am also requesting that you supply (Aloha Property Management) with a copy of my insurance policy.

Aloha Property Management
6315 Ustick Rd
Boise, ID 83704
Bus: (208) 629-8814
Fax: (208) 377-1331
Email: info@alohapros.com

This will remain in effect until I cancel this request in writing.

I, the undersigned, understand I still bear responsibility for all insurance payments.

Owner name	
Owner address	
Owner signature	
Date	

By typing your name in the signature line above, you agree to the above mentioned, terms, and conditions.

UTILITY AUTHORIZATION

DATE: _____

TO: _____

FROM: _____

PROPERTY: _____

I authorize my property management company, (Aloha Property Management), to initiate utility service for the above reference property. Please send all billings to:

Aloha Property Management
6315 Ustick Rd
Boise, ID 83704
Bus: (208) 629-8814
Fax: (208) 377-1331
Email: info@alohapros.com

If there are questions regarding service, please contact (Aloha Property Management) at the above telephone number.

This authority will remain in effect until I submit a cancellation request, or (Aloha Property Management) makes a cancellation request.

I, the undersigned, understand I still bear responsibility for all utility payments, in the event the utility company does not receive payment from any other party.

Owner name	
Owner address	
Owner signature	
Date	

By typing your name in the signature line above, you agree to the above mentioned, terms, and conditions.

OWNER INFORMATION CHANGE

Please use this form to notify Aloha Property Management of information change
Check appropriate box for change, and fill in new information, Thank You

Owner Name			
Date of change			
Change of address	<input type="checkbox"/>	List new address below	
Emergency contact change	<input type="checkbox"/>	New contact:	
Change of home #	<input type="checkbox"/>	New home #:	
Change of home fax #	<input type="checkbox"/>	New fax #	
Change of mobile #	<input type="checkbox"/>	New mobile #	
Change of cellular #	<input type="checkbox"/>	New cellular number	
E-mail address	<input type="checkbox"/>	New email address:	
Social security # changes to tax ID	<input type="checkbox"/>	New tax ID #	
New trust for 1099	<input type="checkbox"/>	Name of trust	
Insurance company change	<input type="checkbox"/>	New insurance co.	
Insurance company for property	<input type="checkbox"/>	New insurance co. add	
Insurance policy number	<input type="checkbox"/>	New policy #	
Insurance agent name	<input type="checkbox"/>	New ins. Agent name	
Insurance agent's telephone	<input type="checkbox"/>	New ins. Business #	
Mortgage company change	<input type="checkbox"/>	New mortgage company	
Mortgage policy # change	<input type="checkbox"/>	New policy #	
Mortgage address change	<input type="checkbox"/>	New mortgage address	
Mortgage company business #	<input type="checkbox"/>	New mortgage co. #	
Please list any other significant change:			

Send change of information form to:

Aloha Property Management
6315 Ustick Rd
Boise, ID 83704
Bus: (208) 629-8814
Fax: (208) 377-1331
Email: info@alohapros.com

OWNER VACATION NOTICE

DATE:	
TO: Aloha Property Management	
ATTN:	
FROM:	
VACATION TIME: FROM:	TO:
LOCATION:	
EMERGENCY CONTACT:	
OTHER INSTRUCTIONS:	

PROPERTY OWNER SIGNATURE

By typing your name in the signature line above, you agree to the above mentioned, terms, and conditions.