



Davis Real Estate, Inc.

Owner Manual

Davis Real Estate, Inc.

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Welcome!

Thank you for choosing Davis Real Estate, Inc. (DRE) 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.

DRE is the only family-owned and operated agency in the area. Broker Patty Davis and Associate Broker Megan Davis have over 60 years of local property management experience. Being investment owners themselves, they understand the intricate details of managing investment properties and maximizing profit for owners.

DRE is the only agency in the area to have a Certified Property Manager. Patty Davis earned the designation from the Institute of Real Estate Management. Certified Property Managers are knowledgeable in the full range of management services. They know how to attract and retain quality tenants, protect your investment, compete in the local market, and find your property's potential. What does this mean for you? It means you can trust DRE to do the work, making investing a simple process for you, the owner. You can feel confident that you put your investment in the hands of qualified professionals.

DRE works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared this 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. If you have any questions, after reading this material, please contact us immediately.

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

Patricia Y. Davis

Owner/Broker

CPM-CRS-GRI-ABR-CRB-ASR

Davis Real Estate, Inc.

Davis Real Estate, Inc. is a property management and real estate brokerage operating in Clinton County, Pennsylvania and the surrounding area. We specialize in full-service property management, as well as residential and commercial real estate sales. The company has been operating since 2000 and is actively involved in the Lock Haven community.

DRE is an abbreviation used in lieu of the full company name, Davis Real Estate, Inc. and will be used throughout this manual.

Mission Statement

To be the leading property management firm in our market by providing the best possible service to our clients and customers in an ethical and businesslike manner. Also, to be the leader in providing new ideas and innovations to positively change the property management business for the better.

Commitment

Our commitment is to serve...our Investors by helping them acquire properties that perform as expected; our Clients by taking care of their properties as if they were our own; our Residents by providing them with a pleasant rental experience; and, our Staff by constantly training them and helping them reach their highest professional potential.

Core Values

We are committed to an accurate representation of who we are, what we have accomplished, and what we do. Our marketing materials and the information on our website will reflect this commitment.

We hire only the best staff, consistently train them, and work at moving them to the best possible position of service to DRE and our customers.

We will always treat customers, vendors, and each other with courtesy, respect, and professionalism.

We are committed to change – to keep up with the changing marketplace and changing technology, without sacrificing the all-important priority of great customer service.

We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.

We will not tolerate unethical behavior by our staff, vendors, residents, or property owners.

We will follow the laws (and codes of ethics) that regulate our business.

We believe in our staff and create a safe, healthy work environment that fosters respect and opportunity for personal and professional growth.

We will constantly strive to protect our owners from the liabilities of owning rental properties.

We strive to be leaders in the property management industry through the use of the latest technology and training.

General Office Information

Address:

121 W. Church Street
Lock Haven, PA 17745

Office hours:

Monday – Friday 9:00am – 5:00pm and other times by appointment

To Reach Us:

Phone: 570-748-8550

Email: propertymanagement@davisrealestateinc.com or pattyd@davisrealestateinc.com

Website:

Property Management: lockhavenapartmentrentals.com

Real Estate: davisrealestateinc.com

DRE Staff/Personnel

Management Group – These are the staff members who work directly with tenants. They find and screen tenants, renew leases, screen applicants, and assist tenants throughout their lease term. In the event of an eviction, they work through the process to protect your asset.

Accounting Group – These are the staff members who preside over income and expenses. They process and pay bills, collect rent, and process your owner reports. They pay close attention to owner accounts and make sure your property and its funds are secure.

Maintenance Group – These are the staff members responsible for making sure your assets are maintained and in good repair. They work with our maintenance technicians and outside vendors to get the work done. It is also their job to make sure the work is done in a timely and cost-effective manner.

Sales Group – Davis Real Estate, Inc. has a group of professional Realtors who can assist you in purchasing or selling properties. They consist of experienced and licensed Real Estate agents.

There is no obligation when asking for a free market analysis for the value of your current property, or property you are considering investing in.

The Scope of Property Management

What is included in DRE Property Management services?

We want you to know what DRE does for you as your property management company. Therefore, we have outlined details on our policies and procedures in future pages of this manual. 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 us at pattyd@davisrealestatinc.com.

Again, these are general guidelines and, when necessary, policies 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 DRE Property Management services?

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

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, legal advice, representation before public agencies, advising on proposed new construction, counseling, or attending Homeowner Association meetings.

If you have 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

DRE follows all local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement the guidelines and policies of several organizations, such as the National Association of Residential Property Managers (NARPM), the Institute of Real Estate Management (IREM) and the National Association of Realtors (NAR).

Code of Ethics

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

Drug-Free Policy

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

Legislation

DRE 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 DRE follows:

- Fair Housing (HUD) – DRE supports and follows Fair Housing laws and guidelines; the DRE office displays Fair Housing signage
- Equal Opportunity – DRE is an Equal Opportunity employer; the DRE office displays Equal Opportunity signage
- SCRA Act – Servicemen’s Civil Relief Act
- URLTA – Uniform Residential Landlord Tenant Act
- FCRA – Fair Credit Reporting Act
- FTC – Federal Trade Commission
- EPA – Environmental Protection Agency
- Pennsylvania Landlord Tenant Act

Lead-Based Paint

All properties constructed, prior to January 1, 1978, require disclosures to all tenants and owners. As an owner you must sign a disclosure regarding what you know about the lead-based paint at your property. The tenant must sign the same form and receive the EPA pamphlet, “Protect Your Family from Lead in the Home”. The pamphlet can be viewed on our website, lockhavenapartmentrentals.com.

Mold

DRE regards mold issues as a top priority in property management. Owners need to know that mold is an important issue in the property management industry. DRE takes immediate action if a tenant reports mold. We notify you, the owner, so that proper steps can be taken. Acting quickly to remove and mitigate mold will save you from legal fees and lawsuits.

Communication

We know how vital effective communication is in any relationship. We promise to keep you informed on any issues involving your property or any changes in property management laws and regulations.

Communication works both ways. We need communication from you, the owner. It is important to let us know of any significant change that can affect your account. DRE 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.

We ask, that as a first line of communication, you email us and use the owner portal. It is the fastest way to get in touch with our office, even during non-business hours. We promise to answer your communications promptly and get you the answers you need. Our office will also contact you with information by email or the owner portal.

The DRE property management website, lockhavenapartmentrentals.com is also a great way to get information, access the owner portal, or learn more about our company. It has proven to be a tremendous asset in reaching both owners and tenants.

Email: Please supply us with your email address on all DRE forms. We will enter your email address in our database for quick access.

Special Note: When using email, we request that you put the “property address” in the subject line. With the problems of spams, worms, viruses, 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: DRE respectfully requests that owners notify DRE of vacations that are two weeks or longer. The purpose in asking for this information is only so DRE is prepared in the event of an emergency repair or major problem concerning your property and/or tenant.

Initial Property Visit and Setting the Rent

A DRE Property Manager will visit the property prior to agreeing to manage it and before we can advise you of what rent would be appropriate. At this initial visit, the Property Manager will advise you of any repairs or cleaning that will be necessary to accomplish prior to placing the property on the market for rent.

We will also advise you of what comparable properties are renting for and discuss with you what rent you can expect from the property. Remember that supply and demand, location, and property condition determine the rent.

Items Needed from Owner

Before we can begin managing and marketing your property, we will need the following:

- A signed Management Agreement,
- Owner information to set up your account,
- A completed W-9 form for tax purposes,
- Electronic banking authorization so we can send funds directly to your bank,
- A Completed Rental Property Information Sheet,
- A Completed Lead-Based Paint Disclosure,
- If a keyed entry, 3 sets of keys to the property (1 set for DRE and 2 for tenants),

- Codes for alarm systems and/or garage entry codes,
- Garage door remotes,
- Names of utility companies,
- Covenants for the neighborhood, if applicable, and
- Homeowner Association information, if applicable.

Owner Responsibilities

- Provide DRE with accurate information so we can service the management account properly.
- Inform DRE of any ownership change or imminent owner change for the managed property.
- Keep a current insurance policy for the property with DRE added as additionally insured.
- Review property insurance yearly and update as needed.
- Check statements monthly and notify DRE of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify DRE if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as any necessary legislation.
- Exercise responsibility for required maintenance and the safety of tenants.
- Treat DRE personnel with courtesy and notify Patty Davis if there are problems with DRE personnel so issues can be resolved quickly.
- Respond to requests from DRE staff in a timely manner.

Property Condition Requirements

At DRE we only market homes for rent that are in move-in ready condition and all repairs are complete. Before we begin marketing and showing your property, the following must be done:

- The home must be clean and in move-in condition for the tenant.
- Carpets must be professionally cleaned and stretched, if needed.
- All interior paint must be freshly painted or appear to be freshly painted.
- All electrical systems must be operating.
- All appliances must be operating.
- Landscaping must be in good condition; lawn mowed and edged, shrubbery and trees trimmed.
- Gutters must be clean.

Advertising/Marketing

Internet/Website

DRE has found that the internet and the DRE website, lockhavenapartmentrentals.com, provide outstanding exposure for your property. In addition to our website, your property will be marketed on sites such as Hot Pads, Apartments.com, Realtor.com, Trulia, Homes.com, Craig's List, and many other rental websites. DRE takes full advantage of this medium to reduce advertising costs and gain more exposure for your property. Video walkthrough and tours are also available.

Signage

DRE displays "For Rent" signs prominently, and each sign carries the phone number to call. Signs promote calls!

Showings

With the advent of the Covid pandemic, we restructured our showing experience. Masks and appropriate precautions are taken. For units that are occupied, we have a showing agent accompany the prospective tenant to the unit. For units that are unoccupied, we do contactless showings. Regardless of the type of showing, we make sure prospective tenants sign in and we have proper identification for anyone looking at our rental units.

Processing Tenant Applications

Applications and Tenant Screening

Thorough screening is crucial to successful property management. DRE requires all applicants to fill out a detailed application, on our website, and submit it for processing/approval. All applicants must provide information for us to perform a criminal background and credit check, landlord verification, and employment verification.

All applicants must submit verifiable information on their income to show they can support the rent. Rental history or previous home ownership is carefully checked. Cross-referencing credit, tenant history, and income provides the answers to qualify or disqualify prospective applicants.

Co-Signers

For full time students looking to rent, they must have a fully qualified co-signer to apply with them. In other cases, we will sometimes allow co-signers, on a case-by-case basis. If this is the case, DRE will notify the owner, discuss the reasons, and possibly obtain owner authorization.

Pets

If an owner authorizes a pet on the property, a separate pet screening is done. We use petscreening.com to perform the screening and give the pet a Fido Score. Some breeds, for

insurance reasons, are never allowed in DRE-managed properties. DRE also requires the pet owner to provide up-to-date veterinary shot records for the animal.

DRE charges a pet deposit and increased rent to cover the cost of any pet damage.

It is legal for property owners to discriminate against pets. You may wish to do so. However, whether or you have decided to allow a pet in your property or not, the DRE 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, DRE will not allow inappropriate pets in a 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.

The Tenant Move-In

Rent and Security Deposits

DRE requires all security deposits to be 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 the security deposit. It is DRE policy to charge a security deposit in the amount of one-month's rent.

Rental/Lease Agreements

Once DRE receives funds, a thorough rental/lease agreement with the applicant is completed. All necessary addendums, such as lead-based paint, are included in this documentation.

All persons aged 18 and over, including adult children, are required to read and sign the rental/lease agreement. 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 agreement.

To secure a property for rent, the tenant must have an approved application, a signed lease, and have paid the security deposit in full.

Tenant Handbook

Once a tenant has secured the property, they receive the DRE Tenant Handbook. The pdf document is available to them, with their sign-in code, on our website. This detailed booklet gives them additional information on how to care for the property, make minor repairs, maintain the property, make timely payments, give proper notice to vacate, leave the property in good condition, and more. By providing this information in advance, it assists them in being better tenants, which helps protect your investment.

Preparing for Move-In

DRE provides a Utility Concierge to help tenants set up the utilities in their new home. We require them to provide proof of renter's insurance, with DRE added to the policy as an additional interest, so we know when they renew or cancel.

Before the tenant moves into the property, DRE staff will do a move-in inspection. We make sure the unit is clean and do a photographic documentation of the unit. These photos are saved, to be referenced when the tenant moves out of the property. It is the best way to document any damage the tenant may have caused, protecting the owner and landlord.

Working With Your Tenants

Collecting Rent

All rents are due on the 1st day of the month. Most rents are collected online through the Tenant Portal, although some tenants do still bring checks to the office or put them in the mail. Any tenant not paying by the 1st of the month is charged a late fee unless arrangements are made in advance.

Notice to Quit

If a tenant has not paid by the 6th day of the month, DRE will issue a 10 Day Notice to Quit. If rent and other unpaid charges are not paid by the 16th of the month, DRE will begin the eviction process.

Other Notices

There are other notices that may be involved with tenants. DRE serves notices as situations warrant, such as a notice to clean up the landscape, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal notice. Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, we will contact you with the information to discuss the situation.

Tenant Problems

DRE has years of experience in handling the myriad of tenant difficulties that can occur. The DRE policy is to obtain good tenants, eliminating many tenant problems. However, even good

tenants have problems. DRE treats each situation with a common-sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, DRE contacts the owner, and works with you to find a solution to the problem.

Our company policy is to take a “what if” approach. DRE documents tenant problems in the event it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind”. This is what DRE recognizes and works to prevent legal issues from arising.

Legal Action/Eviction

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

Eviction is the legal process the landlord takes to take possession of a property. Typically, it is due to unpaid rent, but can also be caused by lease violations, illegal pets, etc. DRE handles the eviction process on your behalf, keeping you informed at all times. A normal eviction takes about six weeks, from the late payment to re-taking possession.

Maintenance

Preventative Maintenance

The best approach to maintenance is preventative maintenance, and this is the DRE policy.

First, DRE has already started educating tenants by:

- Completing a detailed Lease Agreement that outlines the tenant responsibilities regarding maintenance, as well as owner obligations.
- Completing a walkthrough documenting the condition of the property before the tenant takes possession.
- Supplying the tenant with the *DRE Tenant Handbook*, which provides additional instructions on the care of the property and how to report maintenance.
- Providing a section on our website concerning maintenance, as well as how-to information on things like changing furnace filters and unclogging toilets.

We want the tenant to know, from the beginning of their tenancy, that the DRE landlord expectation is to take care of 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, testing smoke alarms, adjusting doors, window latches, 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, dry rot, 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. It can be just the opposite. Instead, delayed news can be very bad news. This is why, in our tenant instructions, we require them to report maintenance.

Emergency/Disaster

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

There are times when a property manager must act 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 critical. The preparation for this really began when the tenant moved in, with a detailed rental agreement, walkthrough, and *DRE Tenant Handbook*. These documents give instructions to the tenant on how to move out.

Communication with Owners and Tenants

DRE notifies the owner when the notice to vacate is received. We immediately place the property on the market for rent unless the owner notifies us to take other measures.

DRE also responds to the tenant with detailed move out instructions that are on our website, helping them to have a successful move out. Rent is required until the lease expiration.

Tenant Move Out

DRE conducts a walkthrough similar to the one performed when the tenant moved into the property. We record any maintenance required and disclose 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 to support any deductions from the security deposit. After assessment of the tenant move out, DRE may advise the owner of any tenant damage 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. The Commonwealth of Pennsylvania requires security deposits to be returned within 30 days of move out.

Collections

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

Funds

When you enter into a management agreement, DRE establishes an account for you and your property. DRE recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by DRE is specialized software designed to handle the many facets of property management and accurate record-keeping. Our system complies with the requirements of the Pennsylvania Real Estate Commission.

Banking

DRE holds your account in a trust fund mandated by the Commonwealth of Pennsylvania. Following Pennsylvania Real Estate Commission requirements, we account for each owner's funds separately in the trust account and do not co-mingle funds with broker monies.

Monthly Statements

DRE sends monthly statements to owners. Please contact us if you have any questions on the statement or need assistance in understanding them.

Disbursement of Monthly Funds

DRE disburses available funds to owners on a specific date each month. That date is set up in advance with the owner and noted on your management agreement. If this day falls on the weekend, DRE issues funds on the next business day. DRE does not disburse funds on weekends and holidays. DRE 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 DRE adheres to this schedule to ensure servicing every owner's account.

DRE distributes owner funds in two ways:

- Company check disbursed directly to owner accompanying their monthly statement, or
- ACH direct deposit, directly disbursed into an owner's bank account.

End of Year Procedures

At the end of the year, DRE is required to file 1099s for income received over \$600. This amount is for “total income received”, not the yearly total of owner disbursements. The Internal Revenue Service dictates the “total income received” requirement. Security deposits are not included in this amount.

For our out of state owners, DRE files the Out Of State Homeowners Tax form to the Pennsylvania Department of Revenue.

DRE must have the correct Social Security/Tax ID information, so the 1099 is accurate. It is vital that if you have changes, you contact us immediately. DRE will send the 1099 for the rent by January 31st for the previous tax year.

DRE issues 1099s for disbursement to vendors for work over \$600. Owners do not have to issue 1099s for work completed and paid through the DRE trust account. You are only 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. The amounts will not reflect any funds issued through the owner’s personal account. Owners can submit their statement to their tax person along with other information for income tax reporting. DRE does not issue statements to the owner’s tax preparer.

Referrals

Do you know someone who is looking for management services in Central Pennsylvania? If so, please notify us. DRE values their client business and will work hard to assist any referrals.

Additional Services

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

Annual Survey/Inspection

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

Supervision of Extraordinary Maintenance

DRE charges a fee for supervising work requiring extraordinary maintenance and the definition is as follows:

Extraordinary maintenance is rehabilitation work such as insurance claims and major systems repairs. These may include roof replacement, major tree work, exterior painting, etc.

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

Real Estate Services

The DRE sales division is available to assist you in buying more investment properties or selling property when ready, including those requiring 1031 exchanges. A no-cost market analysis is available at any time with no obligation.

Cancellation of Management

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

Please review the following policies for cancellation.

Written Notice

- The DRE management contract accepts a 30-day written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The DRE policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US Mail, DRE must receive the notice within 10 days of the date of the notice.
- DRE does not accept cancellations of management by email due to lack of signatures.
- DRE does not accept fax cancellation.

Notice to Current Tenants

- DRE will notify current tenants the date DRE will no longer manage the property and that DRE forwards all security deposits to the new 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

- DRE 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 DRE office.

Final Distribution of Funds

- DRE will distribute funds and final statement to the owner within 60 days of the terminating date of management, as agreed in the management contract. Security deposits in escrow will be distributed within 60 days.
- DRE will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found the DRE Owner Manual informative and useful. If so, please inform your management team. If you feel there is any other information DRE can provide, let us know so we can include it in the future.

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

Note: The information in this DRE Owner Manual is subject to change. DRE works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.



Davis Real Estate, Inc.

Contact us at

570-748-8550

or email pattyd@davisrealestateinc.com