



“FOR ALL YOUR PROPERTY MANAGEMENT NEEDS”

OWNER MANUAL

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WELCOME

“For all Your Property Management Needs”.

Thank you for choosing AMPRO Property Management (AMPRO) 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.

AMPRO works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the AMPRO 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.

AMPRO 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 AMPRO Property Management in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the AMPRO Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. AMPRO 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 AMPRO Property Management as your property management company. We look forward to a successful business relationship.



OVERVIEW OF SERVICES AND FEES

Management Fees

- Tenant procurement fee: One month's rent
- Ongoing monthly management fee: 10% of the rent (minimum \$75.00)
- Renewal fee (when tenant remains longer than 12 months): ½ month's rent
- New property intake fee: \$200

Electronic Payment

- Owners are paid by direct deposit or by mail.
- Tenants may pay rent by U.S. postal mail, electronic check or in person

Owner Payments and Statements

- Each owner has a secure folder on our website which includes photo inspections of the property and downloadable copies of the management agreement, tenant's lease, paid invoices, monthly and financial reports.
- Owner funds are disbursed on the 25th of each month, or the next business day.
- Owners receive a year end summary at year-end for tax preparation.

Tenant Screening

- Income verification
- Rental history
- Prior eviction actions
- Credit history
- Criminal background

State-of-the-Art Internet Marketing

- Each property is featured on our website with photos, detail description and driving directions.
- Rental properties are marketed on a variety of free and paid websites.
- Rental application are taken online or in person.
- Application fees, first month's rent and security deposits may be paid online.

Maintenance

- Our vendors can handle any repair.
- We monitor an emergency maintenance hotline 24 hours/7 days.



Rent Collection and Evictions

- We insist on timely rent payment from tenants.
- We act promptly when rent is not paid
- When necessary, we handle the entire eviction process.

Frequently Asked Questions

Why do we charge \$200 intake fee and what services are included?

We do a lot when we take on a new property. We survey it thoroughly to ensure it is habitable and in good showing condition. We provide a detail report with photos of the condition as well as any needed repairs with the cost for its correction. Details pictures are taken initially to document the condition as well as updated pictures are taken to market the property to potential tenants. It takes about half of a day of staff time to gather all the information on your property and enter it into our data systems.

Why do we keep a \$400 repair escrow?

When a tenant reports a maintenance issue, we need to be able to respond to it promptly. To have a well maintained property includes routine or “break-fix repairs” that can be completed for \$400 or less. If a repair cost over \$400, we consider it a major repair and we will get your approval along with the additional funds to complete the repair. We immediately take care of repairs of \$400 or less without bothering you with them.

What is included in the monthly management fee?

For your monthly management fee of \$75 or 10%, you get AMPRO to do all of the following:

- Collect the rent
- Disburse owner funds to you when due
- Keep accurate records of your property and send you regular reports
- Be the sole point of contact for the tenant about the property
- Deal with the situation when the tenant doesn't pay the rent, all the way through eviction and collections if necessary
- Correspondence with the tenants regarding notices of violation or other problems
- Be available 24/7 to handle emergency repairs at the property

What is not included in the monthly management fee?

- Site visits to the property
- Inspection to the property, either interior or exterior
- Trips to the property to file police reports or meet insurance adjusters
- Trips to court to handle litigation with tenants



GETTING STARTED

Initial Site Visit

An AMPRO property manager must visit your property before we can price it or agree to manage it. The site visit must include interior access.

Proposal

Immediately following the initial site visit, AMPRO will prepare a proposal consisting of a market rent survey of rents for comparable properties in the area, a draft management agreement and various property intake forms. We will deliver these documents to you by mail or email attachment.

Before we can get started...

We must receive three things to begin management engagement:

- A signed management agreement with intake documents filled out
- A key to the property
- A new property intake fee of \$200 plus an owner repair escrow of \$400 (total \$600). If it is not convenient to send the entire repair escrow initially we can accept \$200 to begin the engagement and \$200 from the first available rent payment with the remaining \$200 paid at an agreed later date or the next available rent payment.

Property Survey

After receiving the management agreement, intake fee and keys, we will then survey the property. Surveying the property ensures that AMPRO can accept the risk of placing a tenant in the property and that the property is ready for market. We are not licensed home inspectors, but we do take a high level look at the property by doing the following:

- Test all electrical circuits
- Verify that all light fixtures work and have light bulbs
- Verify that all appliances work
- Verify that the furnace and air conditioner work
- Verify that all plumbing fixtures work
- Verify that windows are operable
- Verify that all utilities are turned on
- Look for obvious structural defects
- Verify that the all external doors may be operated by a single key
- Verify that the property meets AMPRO requirements for move-in condition (see page 19)
- Verify that the property is in white glove showing condition inside and out

Necessary work is completed

After the property survey completion, AMPRO will share the results with you. Sometimes the property is ready to market and needs no work at all. Sometimes extensive work is needed. If work is needed, we will compile a list of repairs along with cost to complete the work. You may choose to have AMPRO complete the work or you may complete the work yourself. Our policy allows you to repair



the property yourself or use your vendors while the property is vacant; once the property is tenant occupied then our vendors must be used for the repairs.

Special Issues for Condominiums

Moving to a new residence is extremely stressful in the best of circumstances. Tenant move-ins for condominiums is especially tricky and can become a nightmare unless great care is exercised. High-rise condominiums usually require that tenants make an appointment to use the freight elevator to move in or move out. Sometimes a non-refundable fee and a refundable deposit must be paid in advance before a tenant can move in or out. Often use of the freight elevator for move-ins and move-outs are limited to business hours during the week. Great diligence is required on behalf of AMPRO and the owner in setting the tenant's expectations for meeting the requirements of the condominium association at move-in. AMPRO asks that our condo owners be extremely thorough in providing all the information we request in our "New Property Intake" form regarding condo association contact information, pet restrictions, required lease addendums and move-in policies.

AMPRO Requirements for Keys and Remotes

The tenant's reasonable expectation is to enjoy everything they are entitled to in the lease from the first day of their tenancy. Surprisingly, it can take weeks to round up the various keys and remotes required to give the tenant full access to the property they are entitled to and are paying for in their lease. Tenants become furious when this happens. Owners frequently take the strategy, "Let's just market the property now and we'll get all the keys and remotes after a tenant has been found". AMPRO has seen this strategy backfire so consistently that we no longer market a property until all required keys and remotes are in our possession.

AMPRO requires that one full set of keys, remotes, clickers, and any other devices required to enter the property and related amenities (such as the mailbox, pool, parking garage, exercise facility, etc.) be provided at owner expense for each tenant named on the lease, plus one complete copy for AMPRO's key safe. If two tenants are named on the lease, this means that AMPRO needs three complete sets of keys, remotes or gate clickers.

The Property is marketed

After the property is both safe for tenant occupancy and ready to market, we will take photographs to place on websites, place a sign in the yard if permitted by HOA regulations, and market the property.

OWNER DOCUMENTS

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

It is important that AMPRO 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 AMPRO to set up your account.

Electronic Banking Authorization

This form enables AMPRO 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.

Management Agreement

Under Georgia law we cannot manage your property unless authorized by you to do so in a management agreement.

Owner's Property Disclosure Statement

This Georgia Association of Realtor's form provides detailed property information for our records.

Insurance Authorization

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

As your management continues, information can change. We have included several forms for your convenience, along with self-addressed envelopes. These forms and a copy of this manual may also be downloaded from the Owner page on the company website.

Change of owner information

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

Owner Work Request/Authorization

This is for authorizing work requests for repairs over \$400 to be completed on the property.

Owner Vacation Notice

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



HOMEOWNER'S INSURANCE ISSUES

It is strongly recommended that owners have the proper insurance for their rental property

- Your policy must be a landlord (rental) policy rather than an owner-occupant policy.
- AMPRO must be named as additional insured
- The policy needs to be in the amount of \$300,000 for a single family detached home or \$200,000 if it's a condominium.

Since you are not residing in the property, your insurance policy must be a landlord policy rather than an owner-occupant policy. Failing to change your policy to a landlord policy could be a reason for your insurer to deny coverage in the event a claim is filed after a property is tenant-occupied.

Owners frequently ask why AMPRO must be named as additional insured. The reason is that in our management agreement owners indemnify AMPRO from legal expenses if AMPRO gets sued in the course of managing your property. If we are additionally insured under your policy, your insurer will simply defend us if we get sued. If AMPRO is not insured under your policy, you will be responsible for our legal expenses. Therefore, naming us as additional insured can save you a lot of money if there is a lawsuit.

Things have changed a lot in the insurance industry. Homeowners insurance used to be very easy to get. Insurance companies have had to pay out a lot of claims recently and consequently they are looking harder before they issue policies. You may find that your current insurer will not write a policy naming AMPRO (this is quite rare) as additional insured or increase your coverage to \$300,000 for a single family detached home or \$200,000 for a condominium.

AMPRO is happy to furnish you with referrals to insurance agents and companies who can write the policies that provide the protection you need.

AMPRO PROPERTY MANAGEMENT

AMPRO Property Management is a property management company operating in the greater Atlanta area, specializing in full-service property management and residential sales. The company has been operating since 2010, and is actively involved in the greater Atlanta community.

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

AMPRO mission statement

The mission of AMPRO is to provide quality service in property management and real estate sales in the greater Atlanta community, demonstrating integrity and professionalism.



AMPRO principal

Marcia Clemendor is the owner and broker of AMPRO. She has been in the real estate industry for over 15 years as an investor and agent. After graduating from college in Psychology and Business she acquired a real estate license in 1996 and a broker's license in 2001. Over the years Marcia Clemendor acquired several distress properties that required major renovations to make them habitable and profitable. This is a service that many of her real estate investor clients have come to appreciate. Marcia Clemendor's diverse background and experience, has allowed her to be proficient in real estate investments and management of rental properties. Marcia Clemendor provides the guidance and direction of AMPRO. She personally oversees all contracts, policies, and procedures, and work to educate her personnel to provide excellent service to her clients.

AMPRO COMMUNICATION

Communication is a key to the success in any relationship and the AMPRO/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.

AMPRO personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

AMPRO website

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

- Prospective tenants can search our site for available rentals and download our application.
- Tenants can access important information, such as the tenant handbook, notice to vacate form, a work order request, or send AMPRO an email from the site
- Each owner has a secure account on the AMPRO website that includes the management agreement, current leases, monthly reports, approved work orders, all invoices and receipts for which the owner is billed, and any photographs or written reports delivered to the owner.
- To pay for emergency repairs, owners may send AMPRO funds instantly via the website.



General office information

AMPRO Property Management General Information		
Address		
Mailing address	P.O. Box 412	
	Atlanta, GA 30296	
Street address		
	2870 Keenan Road	
	Atlanta, GA 30349	
Communication		
Business #	404-593-0399	
FAX #	770-997-0225	
Email	info@AmproPropertyManagement.com	
Website	www.AmproPropertyManagement.com	
Office Hours		
	Monday – Friday AM	9-12 am
	Monday – Friday PM	1-5 pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Managing Director	Marcia Clemendor	

AMPRO office

AMPRO is 2870 Keenan Road, Atlanta, GA 30349 for meeting with tenants and owners by appointment. The office is open business days from 9:00 am to 5:00 pm. Please note that there is a drop box available 24/7 next to the front door.

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. AMPRO 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

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

AMPRO respectfully requests that owners notify AMPRO 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 AMPRO 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 and can be downloaded from the AMPRO website.

OWNER RESPONSIBILITIES

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

Owner responsibilities are:

- Notify AMPRO of any ownership change or eminent owner change for the managed property.
- Supply AMPRO with accurate information so AMPRO can service the management account properly.
- Review statements monthly and notify AMPRO of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify AMPRO 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.
- Maintain property in a condition that is marketable and habitable.
- Treat AMPRO personnel with courtesy and notify AMPRO principals if there are problems with AMPRO personnel so they can be resolved quickly
- Keep all utilities at the property turned on during any vacancies.

COMPANY POLICIES

It is very important in the field of Property Management, that AMPRO 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®. Additionally, we train all personnel by requiring them to read and follow the AMPRO Property Management Policy and Procedures Manual and AMPRO Employee Manual.

Georgia Real Estate Commission Requirements

The Georgia Real Estate Commission requires licensing for all persons conducting Property Management and Real Estate Sales in our state.

Code of ethics

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

Drug-free policy

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

Legislation

AMPRO 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 AMPRO follows:

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

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. AMPRO 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 AMPRO provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*.

On April 22, 2008 EPA issued a rule requiring the use of lead- safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning April 2010, contractors performing renovation, repair and painting projects that disturb lead-based paint in homes, child care facilities, and schools



built before 1978 must be certified and must follow specific work practices to prevent lead contamination.

Mold issues

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

ANSWERS REGARDING FUNDS

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

Money Flow during the Lease Cycle

The first month's rent is paid out to AMPRO as a tenant procurement fee. For the remainder of the lease, AMPRO receives 10% of the rent as a monthly management fee and the owner receives the balance of 90% of the rent, minus expenses AMPRO has paid on the owner's behalf, usually for repairs.

AMPRO requires that a full month's rent be paid at tenant move-in, regardless of the day of the month the lease begins. If the lease begins on a day other than the first day of the month, the pro-rated rent for the first month is paid in the second month.

Here is an example: Rent and security deposit for a home are \$1000 each. The security deposit is held in the AMPRO security deposit trust fund account until tenant move-out, at which time the deposit will be paid out in accordance with the laws of Georgia. The lease begins September 16, which is mid month then the rent for September is pro-rated by the day; in this case, the pro-rated rent is \$500. AMPRO requires that a full month's rent of \$1000 be paid at move-in for the month of September and the pro-rated rent of \$500 be paid for the month of October. From November through the end of the lease the rent will be \$1000 paid on the first. In this example, let us assume that the dishwasher fails a few days after move-in and has to be replaced at a cost of \$375.

- September 16: \$1000 is received and paid out to AMPRO as a tenant procurement fee. Payment to owner for the month of September: zero.
- October 1: \$500 is received for the month. Payment is made to AMPRO of \$75, our monthly



Management fee of the greater of \$75 or 10% of rent received. \$375 from the owner's repair escrow (\$400) was spent in September to replace the dishwasher. The escrow is replenished with October's rent. Expenses for October are \$375 for the dishwasher and \$75 for the Management fee, a total of \$450. Payment to owner for the month of October: \$50.

- November 1: \$1000 is received for the month. AMPRO is paid \$100 for the monthly management fee. Payment to owner for the month of November: \$900

Banking

AMPRO holds your account in a trust fund mandated by the state of Georgia. AMPRO accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following the Real Estate Commission requirements.

Monthly statements

AMPRO 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

AMPRO disburses available funds to owners on the 25th of each month. If this day falls on the weekend, AMPRO issues funds on the next business day. AMPRO does not disburse funds on weekends and holidays. AMPRO 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 AMPRO adhere to this schedule to ensure servicing every owner's account.

AMPRO distributes owner funds in two ways:

- Company check disbursed directly to the owner accompanying their monthly statement.
- ACH direct deposit – directly disbursed into an owner's bank account; AMPRO mails monthly statements after disbursement. A form to start ACH is included with this information.

End of year procedures

AMPRO prepares a final year end statement that 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. AMPRO does not issue statements to the owner's tax preparers.

RENTING YOUR PROPERTY

Preparing to rent the property

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



Requirements for property condition

AMPRO markets only homes that are in proper showing condition and are fully repaired. Before AMPRO will market a home, the following requirements must be met:

- All of the owner's personal belongings must be removed. The garage, attic and other storage areas must be clear.
- Carpets, if any, must be professionally cleaned
- All interior paint must either be freshly painted or appear freshly painted.
- The home must be in white glove showing condition.
- All major systems must be operating (electrical, plumbing, gas, HVAC).
- All appliances included in advertising must be installed and in operating condition.
- All utilities must be turned on.
- Locks on all exterior doors must be keyed to the same key.
- Landscaping must be in good condition.
- All work identified in the property maintenance report must be completed either by owner or fully funded and underway (if AMPRO completes the work).

When a tenant moves into a home that is rent-ready, we have an opportunity to begin the landlord-tenant relationship with mutual respect and trust. On the other hand, nothing sets a tenant against the property, the owner, and the manager more than moving into a home that is not ready. It is like checking into a hotel room that has not been cleaned. The relationship with the tenant can become polarized and adversarial from the very beginning. When this happens, the landlord/tenant relationship frequently never recovers.

Tenants who rent with AMPRO expect to take possession of a property that is ready to be lived in. AMPRO is committed to delivering to tenants what we promise: a property that is move-in ready.

Utilities must be on while property is shown

All utilities must be turned on while the property is vacant and being shown, including electricity, water, and gas (if property is not all-electric). There are two reasons for this. First, AMPRO cannot inspect, repair or clean the property between tenants if utilities are not turned on. Second, properties with no utilities on show poorly and make it difficult to attract a qualified tenant which leads to extended vacancies.

AMPRO recommends owners order "continuous service" plans with all utilities. In this case, when a tenant moves out, the utilities automatically revert to the owner's name and remain turned on. If the tenant terminates utility service, it is as inconvenient for you, the owner, to get service back in your name, it may take a week or more which would increase the vacancy cost between tenancies.

Some owners live out of state or out of the country and it's impossible for them to resolve utility issues without being personally present. In such cases AMPRO has been successful in negotiating with utility companies on behalf of owner clients using a limited power of attorney form, which authorizes



AMPRO to represent the owner to the utility companies. If you have need for such a form, please contact the AMPRO office and request it.

Transferring utilities to the tenant

All AMPRO leases make it the tenant's responsibility to turn on utilities as of the first day of the lease. Tenants agree to this in writing and are notified of this responsibility when we give them move-in instructions. AMPRO recommends that owners turn off utilities on the third business day of the lease. We view this as a "customer satisfaction" issue. While it is the tenant's responsibility to have all utilities turned on the first day of the lease, it is often very cumbersome and sometimes impossible to accomplish this. A family with small children, for example, will be very grateful for a couple of days of utilities at move-in.

On the other hand, we feel that three days is enough time for the tenants to act.

AMPRO's instructions to owners are to have all utilities in the owner's name terminated no later than the third business day of the lease. This is the owner's responsibility; AMPRO has no right to terminate utilities that are in the owner's name.

Why has my property been cleaned more than once?

AMPRO often finds it necessary to clean a property more than once prior to tenant move-in, and owners sometimes ask why this is necessary. If the property was completely clean and move-in ready six weeks or six days prior to tenant move-in, how could it possibly need maid service again?

Here are some of the reasons:

- When a property is vacant for an extended period, dust enters and settles and the property simply becomes dirty again.
- Various kinds of insects become more active at certain times of the year; spiders, for example, are very active in the fall. When a property is vacant, spiders, ants, cockroaches and many other kinds of insects will make inroads and cause the property to need cleaning.
- Various small creatures tend to enter vacant homes and die. These may include insects of all kinds, lizards, rodents, and birds. Dead creatures in the home can be very upsetting at move-in.
- All of our homes are listed on GAMLIS. GAMLIS agents have electronic keys that give them access to show the home. Agents may bring prospects to see the home or agents may pre-view the home on behalf of prospects. Agent access is a two-edged sword: It is in the owner's interest to have the home listed in the multiple listing services and available for agents to show. All sorts of cleanliness issues may ensue after agent access however, including dirt tracked in, muddy footprints, trash strewn about and pristine bathrooms left in an unsanitary mess. If any of these things happen, AMPRO staff may not learn of the problem until shortly before tenant move-in.
- Even if only AMPRO staff shows the home, frequent showings and occasional use of the bathroom may be enough to create the need for cleaning. Imagine if a popular property were shown five times during a week of heavy rain to groups of people, many of who use the bathroom.



- If vendors have been in to repair the home, it may need to be cleaned again. In an ideal world, every vendor would leave a pristine home as clean as he found it. In reality, carpenters, plumbers, electricians, appliance delivery services and the like do not bring maid carts with them and are not prepared to do serious cleaning after they have completed the work they were hired to do.
- In some cases, the owner has cleaned the home, and the owner's standard of cleanliness for move-in is lower than AMPRO's standard of cleanliness for move-in. In the event of a disparity, AMPRO's standard will prevail and the property will be cleaned again.

It is never acceptable to move a tenant into a dirty property.

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 AMPRO advises owners on the "current rental market."

How long will the property be vacant?

This is the most commonly asked question AMPRO 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, AMPRO works diligently to rent the property as quickly as possible. It is important to remember that the most important objective is to have "a quality tenant".

AMPRO, 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.

MARKETING

Internet Marketing

AMPRO has found that the Internet and the AMPRO website, www.AmproPropertyManagement.com receives tremendous exposure, so we list each rental property with photos, maps, property description and detail information on how to view and rent the property. AMPRO takes full advantage of this medium to gain more exposure for your property on a variety of paid and free websites.

Print Media

AMPRO found that Internet advertising is far more cost-effective than print media advertising. We do not recommend print advertising.



Signage

AMPRO displays “For Rent” yard signs prominently, unless prohibited by neighborhood covenants, and each sign carries our office phone number and website address. Yard signs promote calls and website visits.

Showings and applications

The AMPRO property managers conduct showings for each vacant unit. We arrange showing times for your property in advance by appointment through email or telephone contact. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the AMPRO office, at the property showings, and on the AMPRO website. We do not allow prospective tenants to have unsupervised access to the property.

PROCESSING TENANT APPLICATIONS

Tenant screening

Thorough screening is crucial to successful property management. AMPRO requires all applicants to fill out a detailed application and submit it for processing and approval. A credit check is NOT enough!

For each tenant, we examine the following:

- Equifax Credit report
- Nationwide Criminal background report
- Nationwide report of previous evictions
- Employment
- Income
- Rental History

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.

Cosigners

AMPRO normally does not accept cosigners. AMPRO 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, AMPRO will notify the owner, discuss the reasons, and obtain owner authorization.

Pets

Many tenants have or want pets. It is legal for property owners to discriminate against pets, and you may wish to do so. However, whether you have or have not decided to allow a pet in your property, the AMPRO 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, AMPRO does not place inappropriate pets in a property.

AMPRO 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, AMPRO 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.

Who approves applications: AMPRO or the owner?

AMPRO has an excellent track record of placing tenants. Since we screen our tenants thoroughly we have very few evictions and other tenant problems. AMPRO makes the decision of which applications to approve without bringing you, the owner, into the loop. If we have had difficulty finding a tenant for your property and are therefore considering an applicant we regard as high risk, we will consult you and make this decision together.

THE TENANT MOVE IN

Rent and security deposits

AMPRO requires payment of first month’s rent and security deposit in certified funds. Tenants must pay a full month’s rent and a security deposit usually equal to one month’s rent prior to taking possession of the property.

Rental/lease agreements

Once AMPRO receives funds, a thorough 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.



Move-in inspection

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 AMPRO team completes the move-in inspection with the tenant before the tenant takes possession of the property.

The move-in inspection documents the condition of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund. AMPRO also documents the move in with digital photos.

Tenant handbook

Tenants immediately receive the “*AMPRO 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 available on AMPRO website and are included with the “*AMPRO Tenant Handbook.*” AMPRO 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 AMPRO office by the 5th day of the month.

When rent is not paid

If AMPRO does not receive rent by the due date, AMPRO prepares and delivers a demand letter. The demand letter notifies the tenant that their rent is delinquent and asks them to pay in full within three business days.

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

If the rent is not paid by the specified date, we file a dispossessory warrant at the county courthouse. Very few of our dispossessory warrants result in a physical eviction. However, the dispossessory warrant is an effective tool to let tenants know that the rent must be paid. In most cases the tenants simply get current with their account and the dispossessory warrant is dismissed. In the rare event that a tenant does have to be evicted, prompt filing of the dispossessory warrant minimizes the time an owner has to carry a non-paying tenant.



Evictions

If an eviction is necessary, AMPRO handles every part of the process. We will file all necessary documents, monitor legal proceedings, attend court if necessary, hire a crew to perform a set-out by the county Marshall, and prepare the property to be marketed to a new tenant. Professional and correct legal action by a property manager both reduces the owner's expense in an eviction and avoids the risk of a lawsuit for wrongful eviction.

Notices of violation

AMPRO 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, AMPRO contacts the owner with the information to discuss the situation.

Tenant problems

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

Our company policy is to take a "what if" approach. AMPRO 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 AMPRO recognizes and works to prevent legal issues from arising.

MAINTENANCE

Please do not buy or renew a home warranty

AMPRO has had consistently poor experience working with home warranty companies to maintain and repair the homes we manage.

We frequently see breakdowns in communication when we attempt to use home warranties. If an owner-occupant orders a repair through a home warranty company, there are three parties to the transaction: the owner, the home warranty company, and the vendor who does the work. Such an arrangement can be effective. When we as a property manager order work through a home warranty company, however, two additional parties are added to the transaction: the tenant and the property manager. Now we have a five-way transaction, with the owner and the property manager both being off-site. Our experience is that these deals seldom work.

Ordering a repair through a home warranty company usually takes several hours of AMPRO Property



Management staffs time to order the repair and ensure it was actually made, requiring multiple phone calls to follow up, all with very long hold times.

There is no faster and more reliable way to destroy a good tenant relationship than to order important repairs through a home warranty company. We repeatedly see situations where the tenant reports a legitimate repair, we order it through the home warranty company, the repair order falls through the cracks, and the tenant blames us.

If you do not have a home warranty, please do not purchase one. If you do have a home warranty, we request you let it lapse and not renew it.

AMPRO includes the following special stipulation in our Management Agreement: “Owner agrees not to add or renew any Home Warranty for the Property. Broker will honor a home warranty policy in effect at the time this Agreement is executed for up to one year. Broker will not use home warranties purchased or renewed by Owner after this Agreement is executed. Owner agrees to pay Broker a \$50 administrative fee for each repair Broker orders under a Home Warranty.”

Selection of vendors

Owners frequently ask if we will agree to use their vendors to maintain the home. Usually the answer is no. Here are some of the limitations to our ability to use an owner’s vendors. First, all our vendors must carry both general liability and workers compensation insurance. When an owner asks us to use their vendor, we have no way to know if that vendor has proper insurance and we cannot afford to document vendor insurance each time an owner requests it. Second, we have high standards for our vendors. To remain on our vendor list, vendors must be highly responsive, competent, courteous to our tenants, have excellent communication with us, etc. If we send work to an untried vendor we have no idea what to expect and cannot afford to spend time resolving problems.

Owners may select their own vendors if a property is vacant and if the owner orders, supervises and pays for the work. If a property is occupied, AMPRO must use its own vendors.

Preventative maintenance

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

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

- Completing a detailed lease which outlines tenant responsibilities regarding maintenance as well as owner obligations
- Completing a move-in inspection documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “*AMPRO 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 AMPRO/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. 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 AMPRO management teams contact owners regarding maintenance above the \$400 minimum that is listed in the AMPRO Management contract, unless the situation is an emergency.

Emergencies

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

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

Communication with owners and tenants

Seventy-five days prior to the expiration of a lease, AMPRO notifies the owner in writing. AMPRO asks for the owner’s instructions: Shall we invite the tenant to renew for another year, or give the tenant notice that the lease will not be renewed? If we do not hear from the owner within two weeks, we assume the owner wishes us to renew the current tenant if possible.



Sixty days prior to the expiration of a lease, AMPRO invites the tenant to renew if the tenant's account is in good standing.

If neither the tenant nor the landlord gives notice of termination 30 days prior to the expiration of the lease, the lease will automatically go month-to-month. If AMPRO receives no instruction to the contrary from the owner, the tenant will be allowed to stay month-to-month.

Tenant move out

AMPRO conducts a walk-through similar to the one performed when the tenant moved into the property. AMPRO 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 assessments of the tenant move out, AMPRO 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 Georgia laws. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

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

ADDITIONAL SERVICES

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

Annual inspection

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



Supervision of extraordinary maintenance

AMPRO charges a 10% of the total cost for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

AMPRO defines extraordinary maintenance as rehabilitation work that exceeds \$200.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

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

Real Estate services

The AMPRO 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 us to provide you with any information or services you need.

CANCELLATION OF MANAGEMENT

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

Please review the following policies for cancellation:

Written notice

- The AMPRO management contract accepts 30 days written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The AMPRO policy is to give cancellation of management by US Mail.
- If an owner sends a cancellation of management by US mail, AMPRO must receive the notice within 21 business days of the date of the notice.
- AMPRO does not accept cancellation of management by email due to lack of signatures.
- AMPRO does not accept fax cancellations.

Notice to current tenants

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

- AMPRO 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 AMPRO office.

Final distribution of funds

- AMPRO 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
- AMPRO will issue a year end summary statement of funds collected during the current tax year when the tax year ends.

CONCLUSION

We hope you have found *AMPRO Owner Manual* informative and useful. If you feel there is any other information AMPRO 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.