**Account Closeout Procedure\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Owner \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Property \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Notice Received \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Effective Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ACCT:**

1. Confirm $5,000 retained in account
2. Change property status to PENDING (if closeout effective for a future date) and change to CLOSEOUT (if closeout effective immediately)
3. Log on Closeout ledger in the M1 Software
4. Do off Market Form and give to manager to sign off (attach copy of closeout letter, management agreement)
5. Send 1st letter to Owner re: 60 days to finalize
6. Send Security Deposit Release to Owner if occupied now in letters
7. Send Security Deposit Release to Resident if occupied now in letters

**ACCT: HAVE ALL ITEMS CANCELLED OR TRANSFERRED TO OWNER**

1. Cancel lawn service. (Cancel perm service now per effective date)
2. Cancel pool service. (Cancel service now per effective date)
3. Cancel utilities. (Transfer for owner to pay direct if already on/if not on yet, do not put on)

**AT THIS POINT TICKLER ALL INFO FOR CLOSE OUT PER EFFECTIVE DATE.**

1. Confirm property status changed to CLOSEOUT
2. Run account journal
3. Pull all releases and invoices
4. Check to see if any funds are owed as a result being loaned by management to be reimbursed
5. Check system for any outstanding work orders that need to be paid
6. Verify Buy Out time is correct. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiration Date
7. \_\_\_\_\_\_\_\_\_\_\_\_\_Sell after 1 Yr. \_\_\_\_\_\_\_\_\_\_\_\_ Window Period \_\_\_\_\_\_\_\_\_\_\_Default
8. \_\_\_\_\_% Liquidation X $\_\_\_\_\_\_\_Rent Amount = $\_\_\_\_\_\_\_\_ X Mths = \_\_\_\_\_\_\_\_\_\_

Days = \_\_\_\_\_\_\_\_\_\_

Total Owed = \_\_\_\_\_\_\_\_\_\_

1. Pull Management Agreement re: Buyout owned even if selling in window period on all contracts. (Unless proof is provided it sold)
2. Confirm whether we manage other properties for same owner. Y or N
3. Confirm there has been no eviction within 6 months for reimbursement to company
4. Complete PROPERTY OFF THE MARKET breakdown form
5. Confirm sign and lockbox down. (Check property inspector logs)
6. Pull keys from leasing board and property key file
7. Collect all back up support for any charges not paid
8. Compute Owner’s breakdown sheet for balance on account. Use PROPERTY OFF THE MARKET form and COST BREAKDOWN
9. Print final release: NO OWE CLOSEOUT or OWE CLOSEOUT in letters (2 copies of Cost Breakdown & Release are needed-we always keep of copy of what is sent to the owner)
10. Turn into management for approval
11. Any funds owed to Company, pay from owner’s ledger along with any outstanding invoices you may have received
12. Update closeout ledger for totals in M1 Software
13. Mail to owner: breakdown, release & account statement
14. Send Owner keys/remotes with letter separately if no funds owed (if funds owed, wait until funds paid prior to sending)
15. Pull file from filing cabinet and put in CLOSE OUT cabinet.

**AT THIS POINT HOLD UNTIL RELEASES ARE RECEIVED OR 30 DAYS HAS EXPIRED.**

1. Confirm releases and/or funds received before releasing checks. If 14 days have expired and you have not received releases, forward 2nd copy of release along with any funds owed to the owner and mail
2. If funds owed, follow to collection if no response
3. Confirm all funds zeroed out in ledger and change property status to INACTIVE
4. Confirm if owner has any other properties currently managed, if not DISABLE owner
5. Sent Urgent Gram if necessary and tickler for 14 days
6. If no payment received, note the SS# on Urgent Gram and give to collection department. Stamp file box, log box # in Excel (close\_out\_ledger) for storage tracking.