



Re: _____

Prepared for:

NEW ACCOUNT DOCUMENTS
MANAGEMENT ONE PROPERTY MANAGEMENT

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Management Agreement Checklist

Please complete the following:

1. Initial and sign all the areas of the management agreement highlighted in red.
2. Fill out all utility forms and SIGN and date each one.
3. We will need the following:
 - a. Set of keys to the property
 - b. Garage door opener
 - c. Transponders or key fobs for any gates (if applicable)
 - d. HOA passes along with any rules and regulations (if applicable)
4. Contact your insurance company for malicious intent and loss of rents coverage
5. Fill out the Client registration and Property check list
6. Scan in and return all items that you have initialed or signed.
7. Other documents attached are for your records to keep.



Management One

6800 Indiana Ave Suite 110
Riverside, CA 92503
Phone: 951-924-4315

STATE OF CALIFORNIA

IN CONSIDERATION of the covenants herein contained, this PROPERTY MANAGEMENT CONTRACT (hereinafter called "Contract") is made and entered into on _____ between **Management One** hereinafter called "Company") and _____ whether one or more (hereinafter called "Owner").

WITNESSETH:

BE IT KNOWN that the Owner hereby employs **Management One** as EXCLUSIVE AGENT to rent, lease, operate, control, and manage the property being described as _____

Under the terms and conditions and expressly set forth in this PROPERTY MANAGEMENT CONTRACT, for the initial term beginning the day of _____ or one (1) year from the date Owner signs the Contract, whichever is later. The Owner hereby makes, constitutes and appoints the Company his true and lawful Agent and **ATTORNEY IN FACT**, with power of appointment, and with authority to perform any and all lawful actions necessary for the accomplishment of the purposes of this Contract.

1. **TERMS & CONDITIONS:** Upon expiration of the primary term of this Contract, it shall be automatically renewed and extended for a like period of time. This Contract may be terminated providing both parties mutually agree in writing and upon payment of all commissions, fees and expenses due herein to the Company. If either party does not mutually agree then the agreement must be fulfilled by all parties. Once an Owner gives thirty (30) day notice to terminate, a Management Fee is due for the remaining months of the contract and a minimum of thirty (30) days or more, even if property is vacant. If Owner or Company places property on hold, this agreement shall extend for a like period of time for number of day's property is on 'hold' Status.

MANAGEMENT FEE TO BE PAID BY OWNER

2. **Option# 1:** YES NO _____ % of monthly rent collected. NO LESS THAN \$ _____ minimum. \$ _____ Leasing commission for a confirmed resident / tenant in addition to the above management fee. If resident / tenant stays less than six (6) months this fee shall be waived when company re-rents property.

2a. **Option# 2:** YES NO \$ _____ per month for the first year. Management Fee in the second year is 7% of the monthly rent or \$ _____ per month whichever is greater. This option excludes section 7 and section 11. _____ % of 1st month's rent is the Leasing commission for a confirmed resident / tenant in addition to the above management fee. If resident / tenant stays less than six (6) months this fee shall be waived when company re-rents property.

2b. Owner agrees to pay for the changing locks upon resident / tenant's move in. This is to reduce the potential for liability of a resident / tenant's claim in the future. This is charged one time per resident / tenant.

2c. Owner agrees to pay a lease renewal fee on an existing resident / tenant of **\$100.00** when the resident / tenant signs a new lease or a month to month lease renewal each year.

2d. Owner agrees to pay for a supervisor fee of **5%** on repairs completed in between residents/tenants. (See 9d for details)

3. LIQUIDATED DAMAGES: If Owner cancels the Contract, Owner agrees to pay Company's management fees for the remaining life of Contract or until the end of the current resident / tenant's lease, whichever is greater, up to one (1) year. Cost to be computed on management fee herein _____ % times the monthly rent amount, times remaining months in Contract. If home is vacant it is calculated at last listed rent rate (NO LESS THAN \$350.00 minimum management fee is charged)

3a. The Owner hereby authorizes the Company to enter into a Rental Contract for resident / tenant occupancy of the above-described property for a term of one-year lease. During the duration of any Rental Contract with a Lessee, the Owner agrees that he will not demand that either the PROPERTY MANAGEMENT CONTRACT or the Rental Contract be terminated unless satisfactory arrangements to the company, in writing, have been completed with the Company herein. Owner also agrees to pay but not limited to the Company a one- (1) year management fee and rent up fee if resident / tenant is lost due to such action taken by Owner. Owner authorizes Company to verify all information submitted by Owner.



- 3b. Owner hereby makes, appoints the company his/her true and lawful Agent and **ATTORNEY IN FACT**, with power of appointment, and with the authority to do and perform any and all lawful actions necessary to manage said property, including items set out in this agreement. Owner gives the company the following express authority and powers, and agrees to assume all expenses incurred by Company in connection therewith. The Owner while retaining the deed rights to the property gives company the leasing rights to the property for the term of this contract.
4. **ADVERTISING:** Owner authorizes company to advertise the premises or any part thereof for rent, to display signs thereon, possess and duplicate keys to property and to lease and rent the same; to sign, renew, extend and /or cancel Leases for the premises or any part thereof; to prosecute and institute actions to oust resident / tenants and recover possession; or hire legal counsel to sue for and recover rent and other sums due; and when expedient, to settle compromise and release such actions or suits. Owner to pay for all advertising needed and all other costs incurred in connection with said property herein. Owner agrees to pay first month's advertising cost, in the amount of \$99, at the signing of this agreement. These funds must be paid prior to ads being placed. If not paid within 7 days of being requested, Management One has the right to place the property on hold and owner's contract extends for those days it's on hold.
5. **RENTING PROPERTY:** Company will make every effort to collect rents due or to become due, and to raise or lower rents as conditions may warrant and require security deposits. Owner and Company agree to start rent at \$ _____. This property is to rent for no less than \$ _____; unless written permission is obtained from Owner. If the property is not rented within 14 days from _____ Owner agrees to lower rent \$ _____; Each week until rent rate reaches \$ _____. Lowering the rent each week will expedite the renting of said property and creates a higher annual effective rent rate. Failure to lower rent as agreed, if necessary, will be considered a breach of contract.
- 5a. If Company is unable to rent property within the first ninety (90) days of signing this Contract, this Contract may be canceled, providing Owner has paid Company or its subcontractors in full within 10 days from the expiration date for any expenses incurred on subject property, and providing Owner has complied with Section 9h. Any cancellation prior to the first ninety-(90) days of the Contract requires a buyout of this one year contract, plus advertising, sign installation costs, utilities, lawn service, etc. Buyout is defined as the remaining months to fulfill said Contract. This amount shall be paid to Company before Company will agree to cancel agreement. If not paid, Company will continue to rent property at their option. If Owner should cancel and rent to a prospective resident / tenant who viewed the property during the 90-day contract or worked with Company in any capacity, owner agrees to pay Company one year in management fees as calculated in this agreement and a rent up fee for placement of the resident / tenant.
- 5b. Owner authorizes Company to rent to any qualified resident / tenant(s). Due to the element of time and the fact that MANAGEMENT ONE pays for the eviction should the resident / tenant default (see section #11), Company will not contact the Owner on resident / tenant selection, and Owner agrees to such.
6. **LAWN SERVICE:** Owner elects to have permanent front/rear lawn service at a minimum of **\$69.00** per month or **\$45.00** for one yard until or unless such service is provided by Lessee. Unless and until provided by Lessee, Company will have the lawn mowed and edged once per week and sprinklers (if any) will be checked as needed. Sprinkler parts, labor, seed and fertilizer will be an additional charge when needed. Weeding and trimming is not included in this price. Company will make every attempt to ensure resident / tenants maintain lawn. Company is not to be held liable for such in case lawn is lost due to non-watering or other failure of proper maintenance by resident / tenant. Monthly fee may increase in some years.
 YES NO
- 6a. Owner agrees to pay for temporary front/rear lawn service at a minimum of **\$69.00** per month while property is vacant if permanent lawn service is not provided by owner. This does not include manual watering if automatic system is not available/operational. Owner is strongly urged to install a complete sprinkler system with automatic timers to prevent loss of lawns.
 YES NO
- 6b. Owner agrees to take care of front and rear lawn while Owner is still living at the property and in the future when property becomes vacant, authorizes Company to put on temporary front/rear lawn service for a minimum fee of **\$69.00** per month.
 YES NO
- 6c. Owner agrees to provide his own permanent lawn service: YES NO
- FRONT:** **REAR:** Start Date: _____
- 6d. Owner agrees to outside pets? **YES** **NO** Owner agrees to inside pets?**YES** **NO** **Call Owner**
 Company to collect additional security deposits. This is to be applied toward any pet damage that could occur. Company is not liable for any pet damages. Owner is required to the proper insurance. **(See section 12)**



- 6e. Owner to provide weekly pool and spa service. (Chemicals Included):..... YES NO
- 6f. Any maintenance of appliances beyond the stove, dishwasher & built-in microwave to be included. YES NO
Such as refrigerator, washer & dryer, etc. – Items included beyond stove, dishwasher & built-in microwave to be disclosed in comment section on page 7.
- 7. **INSPECTIONS:** Company shall provide an exterior inspection of said property every thirty (30) days plus perform an annual inspection of the interior/exterior and provide a photograph of the house exterior (front and rear only) which shall be mailed to Owner approximately one year from the signing of this agreement and each year thereafter. Note: Furniture, pictures, rugs, etc. are not moved so this should not be misconstrued as a home inspection one would receive when buying a home nor does it exclude the fact that you will have to do repairs, paint or clean when the resident / tenant does vacate. **A BROAD GENERAL INSPECTION ONLY** (Please note it is not one year from the date the resident / tenant moves in, it's based on your contract date, not the resident / tenant's contract date).
- 8. **PAYMENT OF RENT:** Rent is due the 1st day of each month. The Company may accept personal checks for rental payments from existing resident / tenant(s) At Owner's risk. Owner agrees to reimburse the Company for any such sums as have been disbursed on faith of such checks when such checks should not be good. This applies only on properties where there is resident / tenant occupancy at the time of signing this Contract. **(New resident / tenants are to pay only with cashier's check, money orders or direct deposit if available.)** Rent checks to owners are sent out monthly on approximately the 6th day of each month if paid on time. Other funds received are normally processed the next business day. Any checks sent to the owner that are not cashed within 90 days, owner agrees to pay MANAGEMENT ONE a reasonable service fee and an additional bank fee to reissue check if necessary.
- 8a. The resident / tenant on the 6th of the month incurs late fees. 50% of all resident / tenant late fees collected from resident / tenant are paid to the owner and 50% to the company. 3-day service fees are not a late fee and shall be the sole property of Company. Should outstanding late fees be owed at the time the resident / tenant moves out, this will be taken from the security deposit.
- 9. **MAINTENANCE DEPOSITS AND POLICIES:** Owner authorizes the Company to establish a maintenance account not to exceed **\$250.00**. This is to be paid at the time this agreement is signed and to be returned at termination of this agreement with no interest. Owner authorizes funds to be placed in company's General Trust Account. While property is vacant owner agrees for company to hold **\$400.00** to pay for utilities, advertising, lawns service, etc.
- 9a. The Company agrees to secure the approval of the Owner on all expenditures in excess of **\$250.00** for any one item with a 15% variance except monthly recurring operation charges and or emergency repairs in excess of the maximum if such repairs are considered necessary to protect the property from damage, maintain services to the resident / tenants as called for by their lease, or to get the property ready for the resident / tenant to move in. If company contacts the owner on repairs and Owner does not respond within 4 calendar days, Company has the option to complete repair and deduct from Owner's account. Maintenance not completed timely gives the Resident / tenant a reason to move and ends up creating a vacancy on your property.
- 9b. In the event that disbursements are in excess of **\$250.00**, the Owner agrees to pay all such excess to the Company immediately upon receipt of the monthly statement. Any funds loaned to Owner account to pay for repairs due to insufficient funds will result in a fee of 15% of the amount loaned or a minimum of \$50.00 for administrating and loaning the funds.
- 9c. The Company shall not be liable for any willful neglect, waste, or abuse to the Owner's property by resident / tenants, vandals or others. In addition, Company shall not be liable for loss of personal property by the resident / tenants or the Owner either by exchange or theft by the resident / tenants or a third party.
- 9d. MANAGEMENT ONE will give the Owner a written Job Estimate and the pricing of each item. Owner can then agree for MANAGEMENT ONE to arrange for all of the work to be done (*work is started once funds are received at MANAGEMENT ONE*) or Owner can elect to do all maintenance repairs in accordance to MANAGEMENT ONE and consumer standards. **Splitting of the work is not permitted due to liabilities and excessive overhead costs under any circumstances. There will be a 5% supervisory fee on all repairs in between resident / tenants.** This is calculated on the total work that needs to be done on company job estimate less recommended items. This is charged whether Management One Contractors perform the work, owner does the work or owner's contractor does the work for supervision, organization of the work, inspection by company inspector before, after and during work being completed.

NOTE: If Owner agrees to do repairs while the property is vacant, Owner also agrees to sign MANAGEMENT ONE'S maintenance agreement so we can provide occupancy to the resident / tenant timely. (See Addendum titled Rehab



Maintenance Agreement) We suggest Owner to consider using MANAGEMENT ONE'S maintenance services to avoid costly delays. **Once you sign this agreement you have made your home a rental investment property** and it is imperative that the move out date that is given can be fulfilled. It is not feasible for us to fulfill all of our inspections and make our deadlines in getting your home rented if the move out deadline is not met. No changes can be made and if Owner fails to complete all items by the prescribed time, the Company, at its option, may put the property on hold and stop all marketing efforts. If Owner does not comply as agreed to in this Agreement, MANAGEMENT ONE and Owner agree MANAGEMENT ONE has fulfilled their agreement and full payment including but not limited to 1-year management fees, rent up fees, advertising fees, sign fees and any repair costs incurred will be due within 5 days.

REPAIRS DURING VACANCY:

Company may, at its option, elect to have the work done and deduct funds from the Owner's account if funds are available. If Owner does not vacate property as agreed, Owner agrees to pay for all attorney fees, court costs, etc. that may be incurred. **If Owner elects to do all work, Owner agrees to MANAGEMENT ONE'S standards, which is based on consumer demand.** If property is not up to MANAGEMENT ONE'S standards including but not limited to repairs and professional cleaning and Company does over 2 final inspections due to Owners not having completed all items, Company will charge Owner \$100 for each inspection starting with 3rd inspection. High labor cost does not allow the Company to make several trips to a property. Owner must give MANAGEMENT ONE a completion date in writing. If not, Company may put property on hold until date received or at Company's option may terminate this agreement and Owner agrees to pay MANAGEMENT ONE the remaining month's management fees under this agreement for noncompliance. If Owner decides to complete all said work, **Owner agrees to sign a maintenance contract with a deadline, in addition owner agrees to communicate with Management One and its inspectors timely whether they are doing the work or not.** Timely is considered within 48 hours (excluding weekends). If owner does not communicate timely and after 3 calls or e-mails sent to the owner by Management One, if owner fails to comply within 3 days the property is put on hold for 7 days, after 7 days if no agreement in writing is received property would be closed out and owner owes a one-year buyout plus all other fees incurred by Management One on owner's behalf.

9e. **While property is rented, Company is to do all maintenance, no exceptions due to liability and timely service to residents / tenants.**

9f. Owner understands that normal wear and tear will take place on subject property. Accordingly, some items will not be deducted from resident / tenant's security deposit. Even with Annual Inspections, Company cannot guarantee there will be no damage. Company is to report damage and take the necessary action, but does not mean Company can prevent damage. MANAGEMENT ONE has final say on any and all refunds of security deposit to resident / tenants. In the event of any dispute, Owner will hold MANAGEMENT ONE harmless of any claims. **(SEE INSURANCE SECTION TO OBTAIN NECESSARY COVERAGE)**

9g. Owner agrees and understands if Company is doing all work, that Company will give Owner two estimates on items over \$1000.00. There will be no exceptions to this policy due to high overhead costs to subcontractors, MANAGEMENT ONE, and loss in rent to you the Owner. The Company makes no profit on maintenance. Note that, price is only one of five areas we look for in a subcontractor. We are equally concerned with liability, reliability and workmanship reducing the loss of rent you are losing per day. We check our subcontractors' prices against the outside market continually. Owner must send in 100% of the bid before work can commence. Owner also understands and agrees estimates could **vary 15% due to unforeseen items.** Once Company requests funds should Company not receive funds, or if Owner does not respond by telephone or mail within 4 days to Company, Company may at Company's option put property on hold due to Company not being able to give prospective resident / tenants a move in date. Company may terminate this agreement and Owner agrees to pay MANAGEMENT ONE the remaining month's management fees under this agreement. If property is put on hold in first 90 days for non-compliance or any other reason pursuant to paragraph 5A, Company will extend contract the number of days it was on hold. Owner to hold Company harmless for any loss in time marketing for rent, loss in actual rent or damage to property.

9h. **MOVE IN AND MOVE OUT DATES:** Property to be vacant, all items removed from property & totally professionally cleaned per company's MANAGEMENT ONE'S checklist and ready for MANAGEMENT ONE'S inspection on _____ If completed before this date, Owner to call our Maintenance Division for an earlier inspection. Allow two working days (**exclude weekends**) for MANAGEMENT ONE to schedule for a final inspection. **OWNER AGREES THAT IF OWNER DOES NOT MOVE OUT AS AGREED, PROPERTY MAY BE PLACED ON HOLD, A MANAGEMENT FEE TO BE CHARGED BASED AT THE CURRENT LISTED RENT RATE AND PENALTIES ASSESSED UNLESS WRITTEN INSTRUCTIONS ARE MUTUALLY AGREED TO.**

- 9i. Property to be vacated and ready for the new resident / tenant to move in if owner is doing the work by _____. Failure of property to be vacated and ready by said date could result in loss of a resident / tenant and refunding holding deposit to resident / tenant, plus possible litigation by the resident / tenant. Owner may also incur hotel costs of resident / tenant. Owner agrees to pay Company up to one-year management fee and Leasing commission if resident / tenant cannot move into this property.
- 9j. Owner agrees to keep utility & HOA bills current on property, if any. Should Owner become delinquent, Company to pay from Owner's account so resident / tenant can receive service and/or access privileges. If resident / tenant leaves outstanding utility bills, etc. Owner agrees to hold MANAGEMENT ONE harmless. Owner agrees to give company contact name, phones numbers, gate codes, pool keys and or any access keys at time of signing this agreement.
- 9k. Owner authorizes Company to make or cause to be made and organize all maintenance, repairs and alterations and to do cleaning and decoration of the premises and deemed necessary to protect the property from damage or to maintain service to the resident / tenants as called for by their RENTAL CONTRACT or implied therein by law; to purchase supplies and equipment necessary for such maintenance, repairs and alterations and to pay all expenses incurred thereof at the Owner's expense. This includes Owner to provide drapes or mini-blinds on all windows. (Shades are not acceptable.)
10. **SECURITY DEPOSITS:** All security deposits to be kept by Company in trust account. Owner to reimburse Company if resident / tenant files suit and wins in small claims court on security deposits. Company to represent Owner in court when resident / tenant files against the Owner on security deposits. If Owner wants to file against Resident / tenant, Owner must represent himself or herself. Company will supply documents and testify at no charge. In the event of any collections from past Resident / tenant by MANAGEMENT ONE, Owner agrees to pay MANAGEMENT ONE 50% and Owner will receive 50% of collected funds. If Owner makes any side agreements with Resident / tenant, Company will not be responsible for holding out money of Resident / tenant's security deposit nor be involved in any dispute. Owner agrees to work **100%** through Company and will not contact Resident / tenant without Company involvement. If Owner cancels agreement prior to Resident / tenant move out or in conjunction with Resident / tenant move out, Owner to disburse the security deposit breakdown with any funds due the Resident / tenant within the Civil Code guidelines. If resident / tenant owes balance after move out, **Company not liable to pay owner as Owner is responsible to collect from resident / tenant.**
11. **EVICTIONS:** MANAGEMENT ONE, on any eviction, agrees to pay for all attorney fees and court costs on resident / tenants we approved through Company as long as MANAGEMENT ONE is managing property, (Basic eviction only) And providing MANAGEMENT CONTRACT is not canceled for 6 months from the date of lockout. If MANAGEMENT CONTRACT is canceled during this 6-month time period, Owner must reimburse Company for all attorney and court cost fees incurred. This is for a Resident / tenant who defaults on rent. This does not include small claims actions, appeals, losses the Owner may incur in small claims, or if Resident / tenant files bankruptcy during eviction. Additional attorney fees and court costs may be incurred by Owner. This only applies with the 10% management fee being paid.
- 11a. Company will turn over judgment to Owner once eviction is completed. Company does not do collections. Company **does not** file Small Claims actions for Owners and this is not a part of your management fee that is paid. Owners must make own representation; Company will assist in the preparation of documentation for Owner.
- 11b. **Owner agrees and understands that by signing this agreement, Owner is releasing the leasing rights to this property to MANAGEMENT ONE and occupancy rights to the resident / tenant** and agrees to abide by all legal rights provided by law. Owner agrees to communicate through Management One (100%) only in regards to any resident / tenant issues and not directly to the resident / tenant(s) residing in the home while company is managing the property. If owner terminates the contract, then Owner shall have the right to contact resident / tenant in regards to all business and in particular security deposits. Any direct communication with the resident / tenant(s) will result in a breach of the agreement.

If Company has rented the property (an application "is" considered rented) and Owner changes its mind in renting the property or does not vacate the property so the Resident / tenant can be moved in, the Owner Agrees to pay all legal costs Company may incur defending itself.

Owner also agrees to pay a full year's management fee and administration fee to Company and defend, indemnify and hold Company harmless from any action for damages filed by the Resident / tenant and any judgments entered against it. If the resident / tenant does not want to release the Owner from the agreement, Company will put the property on hold status and avail itself of any legal and/or equitable remedies. The Owner agrees to indemnify and hold the Company harmless from any claims, debts, demands, suits, costs, vandalism, resident / tenant damage, malicious intent or maintenance to the property, including necessary attorney's fees in connection with/or arising from the management of the herein described property and from any liability for injury suffered on or about the premises by an Employee or other persons whomsoever,



and to allow the Company to place the usual insurance on subject property at expiration of present coverage in an amount to be determined by the Owner and the Company.

12. **INSURANCE:** Owner agrees to obtain the proper insurance coverage. At minimum, Owner to have **fire, liability, malicious intent, loss of rents and vandalism**. Company is not an insurance company and should not be viewed as being able to protect Owner property against items that are covered with or without Insurance. Owner has been advised to seek a full Landlord/Resident / tenant policy with adequate coverage. If the Owner elects to use Insurance Brokers Company refers, Company may receive commissions.
13. **SELLING THE PROPERTY:** If Owner decides to sell the property and the resident / tenant that Company placed in the property purchases the Property, Owner agrees to pay a minimum 4% commission to Company or its affiliate BROKER. Even if Company is no longer managing the property, a 4% commission is to be paid by the Owner if Company placed the resident / tenant into the property. **(Please note: this is not 4% plus 6%. The 4% charged include the services of negotiating the sale, qualifying the buyer, processing it through closing)** If the resident / tenant does not purchase the property and Owner wishes to have his own BROKER sell the property or Company refers it to one of its affiliate BROKERS then the commission fee would be set by the Owner and Broker and the 4% commission would not apply. It is, however, the responsibility of the Participating BROKER to make arrangements with the resident / tenants regarding keys and showing the property for sale. **If the Owner does have his own Agent, Owner's AGENT agrees to set appointments with the resident / tenant, in person, to explain the procedures before putting up a sign or lock box on the property.**
14. **This PROPERTY MANAGEMENT CONTRACT** is entered into by and between the Owner and the Company subject to any and all provisions, and when Properly signed, shall be binding upon the successors and assigns of the Company and the heirs, executors, administrators, successors and Assigns of the Owner. In the event said Company is sold or transferred to another entity, contract shall remain in effect and all terms herein shall remain the same. The prevailing party in any action under this Contract shall be entitled to reasonable attorneys' fees and costs, including but not limited to arbitration.
15. Upon termination of this agreement by either party, both parties agree that all funds will **be held for 30 days** so all unpaid bills can be paid. Acceptance of all or partial funds from Owner's account by Owner shall constitute a full and final release of Company from any and all claims of resident / tenant and Owner of any nature whatsoever. For clarification purposes 30 days starts from the last day Management One manages the property, not 30 days from when the owner sends in a notice to terminate. In the event notice is received that Owner is not current on mortgage payment, Company has right to freeze all funds until resolved.
16. **Day to Day Operations Agreement.** Owner agrees to communicate with Management One timely. Timely is considered within 48 hours (excluding weekends or if owner is on vacation). If owner does not communicate timely and after 3 calls or e-mails sent to the owner by Management One, if owner fails to comply the item in question will be placed in suspense and no further calls will be made to the owner. If it's an emergency, we will have work done or place resident / tenants in a hotel at the owner's expense and retain all funds needed and owner agrees to pay whatever those cost are even though approval was never gotten per item 9a and 9b herein. In addition, owner agrees to pay \$100.00 to Management One for extended services. We ask all owners to communicate timely so they may avoid this penalty.
17. **Owner Responsibilities: Owner shall:**
 - A. Provide all documentation, records and disclosures as required by law or by Company to manage and operate the Property, and immediately notify Company if Owner becomes aware of change in such documentation, records or disclosures, or any matter affecting the habitability of the Property.
 - B. Indemnify, defend and hold harmless Company/Broker and all persons in Company's firm, regardless of responsibility, from all costs, expenses, suits, liabilities, damages, attorney fees and claims of every type, including but not limited to those arising out of injury or death of any person, or damage to any real or personal property of a person, including Owner for: (i) any repairs performed by Owner or by others hired directly by Owner or: (ii) those relating to the management, leasing, rental, security deposits, or operation of the Property by Company, or any person in Company's firm or the performance or exercise of any of the duties, powers or authorities granted to Company.
 - C. Notify Company immediately in writing if Owner is aware of: (i) any recorded Notice of Default affecting the Property (ii) any delinquent amounts due under any loan secure by or other obligation affecting the Property (iii) any bankruptcy, insolvency or similar proceeding affecting the Property (iv) any litigation, arbitration, administrative action, government investigation or other pending or threatened action that does or may affect the Property or Owners ability to transfer it and: (v) any current, pending or proposed special assessments affecting the Property. Owner shall promptly notify the Company in writing if Owner becomes aware of any of these items during the term of the agreement.



D. TAX WITHHOLDING: If Owner is not a California Resident, a corporation or LLC qualified to conduct business in California, Owner authorizes Company to withhold and transmit to California Franchise Tax Board (FTB) 7% of the GROSS payments to Owner that exceed \$1,000 received by Company, unless Owner completed and transmits to Company FTB form 589, non-resident reduced withholding request, FTB form 588, non-resident withholding waiver or FTB form 590, withholding certificate. An administrative fee of \$25 will be charged monthly for this service.

18. Disclosures:

1. LEAD BASED PAINT:

a. If the Property was constructed prior to 1978:

- (i) Owner has no knowledge of lead-based paint hazards in the housing except: **YES** **NO**
- (ii) Owner had no reports or records pertaining to lead-based paint or lead-based hazards in the house, except the following, which Owner shall provide to Company. **YES** **NO**

b. The Property was constructed on or after January 1, 1978. **YES** **NO**

- 2. Negotiating items outside the scope of your Owners Management Agreement (ex. Cost breakdown for a fence repair amongst neighboring properties) an administration fee of \$50/hr rate, minimum \$200
- 3. (Pertains only to owners that live out of State or Country) 7% State Tax Withholding, \$25.00 administration fee per month to process paperwork with State authorities and comply with all State regulations.
- 4. We charge a 10% commission or a minimum of \$50.00 whichever is greater on all collections for Waste Management and Water Company if any.

This PROPERTY MANAGEMENT CONTRACT constitutes the entire agreement between the parties, and no verbal agreement or understanding shall bind either of them. Any and all changes shall be in writing.

BY SIGNING THIS PROPERTY MANAGEMENT CONTRACT (I) (WE) ACKNOWLEDGE AND STATE THAT:

- (a) (I) (WE) agree to send all notices to address herein. All notices shall be deemed effective upon mailing.
- (b) (I) (WE) have read and understand EVERY TERM of this CONTRACT.
- (c) (I) (WE) have been offered the opportunity to seek advice and counsel, legal or otherwise, to better understand this contract.
- (d) (I) (WE) have or viewed Mgmt One's videotape outlining services, policies and procedures and agreed to the items therein.
- (e) (I) (WE) recognize that Mgmt One and its vendors contribute to a network marketing fund to improve service and market their services
- (f) (I) (WE) recognize that Broker maintains an analysis account with a banking institution in which the earnings help offset legal, accounting, computer & checking account costs.

Initial here that you have read section a-f above: **X**_____

Client and Property Registration

Property

Address(s): _____

Community Name: _____ Comm. Mailbox #: _____

HOA Name/ Info: _____ HOA Phone #: _____

HOA Address(s): _____ City: _____ State: _____ Zip: _____

Owner(s)

Address: _____ City: _____ State: _____ Zip: _____

(Your check will be mailed here if not direct deposited)

Owner(s) Name: _____ Phone: _____

Cell Phone: (_____) _____ - _____

Owner(s) Name: _____ Phone: _____

Cell Phone: (_____) _____ - _____ E-Mail Address: _____

Driver license number _____

Comments:

Direct Deposit Authorization Form

Direct Deposit for Owners/Vendors

Name of Management Company: _____

Name of Individual: _____

Phone Number: _____

Email address: _____

Address: _____ City: _____ State: _____

Bank Name: _____

Routing Number (9 digits): _____

Account Number: _____

I hereby authorize Bank to deposit any amounts owed to me, as instructed by the Management Company listed above, by initiating credit entries to my account at the financial institution (hereinafter "Bank") indicated on this form. Further, I authorize Bank to accept and to credit entries indicated by the financial institution to my account. In the event that financial institution deposits funds erroneously into my account, I authorize financial institution to debit my account for an amount not to exceed the original amount of the erroneous credit.

Owner/Vendor:

Print Name

Signature

Date

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

| | | |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Print or type See Specific Instructions on page 2. | 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. | |
| | 2 Business name/disregarded entity name, if different from above | |
| | 3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____ | |
| | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i> | |
| | 5 Address (number, street, and apt. or suite no.) | Requester's name and address (optional) |
| | 6 City, state, and ZIP code | |
| | 7 List account number(s) here (optional) | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

| Social security number | | | | | | | | | |
|------------------------|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |

or

| Employer identification number | | | | | | | | | |
|--------------------------------|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

| | | |
|------------------|----------------------------|--------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ |
|------------------|----------------------------|--------|

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Electronic Check Authorization Form

Please complete the information below to authorize an electronic check payment (ACH-debit).

Name on Check (First, Last): _____

Address: _____

Bank Routing number (these are the numbers between the colleens at the lower left corner of your check): _____

Type of Account: Checking Savings

Bank Account Number: _____

Amount Authorized: _____

Signature: _____

Utility Forms

Please note: You only need fill out the utility forms that pertain to your property. Not all utility companies have forms that can be filled out in advance, if your utility company is not represented, we will contact you directly with any information required.

**AGREEMENT FOR CONTINUITY OF ELECTRIC SERVICE
(Owner Authorization Agreement)**

Please list below all addresses for the rental properties you wish to be included under this agreement. Please be specific in listing the addresses and units requested. Only use a dash (-) if the units or addresses are consecutive (e.g., 101-299 Sample St. Units A-Z). If the addresses are not consecutive, please list each one individually. Please indicate if each property is a home, condominium, or apartment complex.

Please Print or Type

| ADDRESS | UNIT #'S | CITY | <input type="checkbox"/> Home | <input type="checkbox"/> Condo | <input type="checkbox"/> Complex |
|---------|----------|-------|-------------------------------|--------------------------------|----------------------------------|
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |
| _____ | _____ | _____ | | | |

Mailing Address for your Accounts Payable office: (PLEASE PRINT OR TYPE)

By signing this Agreement, you acknowledge that you have read and understand the Owner Authorization Agreement and your safety responsibility when requesting electric service with Southern California Edison. This Agreement shall become effective within thirty (30) days after the completed and signed Agreement is received by Southern California Edison's Owner Authorization Department. Incomplete contracts will be returned to the sender for completion.

If you are an authorized representative for the SCE customer of record, you are required to sign below in addition to the SCE customer of record.

Signature: _____ Date: _____
(SCE customer of record)

Signature: _____ Title: _____ Date: _____
(Authorized representative)

Please complete, sign, date and return in the enclosed envelope or fax to the number listed below. Thank you.

SCE OAA Support Desk, P.O. Box 6400, Rancho Cucamonga, Ca 91729 or Fax (909)942-8339



Water Service Turn-On Release Agreement

THIS RELEASE AGREEMENT is entered into on the date set forth below by and between Eastern Municipal Water District of Perris, California a municipal corporation (EMWD) and the undersigned Customer.

1. The undersigned Customer understands that when EMWD turns on Customer's water service, it will pressurize the plumbing at Customer's premises that may cause leaks or flooding at Customer's premises. Customer understands that he/she is responsible to ensure there is no water leaking from the plumbing fixtures or system that could cause damage at Customer's premises.
2. For the sole consideration of EMWD turning on the water service at Customer's premises, does, for him or herself, or their heirs, successors, and assigns, hereby release, acquit, and forever discharge EMWD and any of its officers, employees or elected officials from any and all claims, suits, damages, costs or expenses, including attorneys' fees and litigation expenses, resulting from EMWD turning on water service at Customer's premises.
3. Customer hereby covenants and undertakes to forever refrain and desist from asserting against EMWD and any of its officers, employees or elected officials and claim, demand, or suit resulting directly or indirectly from EMWD, or agent acting on its behalf, turning on the water service to Customer's premises. Customer hereby expressly agrees to indemnify and hold harmless EMWD, or agent acting on its behalf, and any of its officers, employees or elected officials from any damages, costs, or expenses, including attorneys' fees and litigation expenses incurred by or on behalf of EMWD, or agent acting on its behalf, and any of its officers, employees or elected officials.
4. The undersigned acknowledges that he/she is at least 18 years of age and is the Customer, or specifically authorized by the Customer, at whose premises the water service will be turned on and has the legal authority to enter into this Release Agreement for the premises listed below.
5. This Release Agreement contains the entire agreement between the parties hereto, and the terms of this Release Agreement are contractual and not a mere recital. Customer further states that he/she has carefully read the foregoing Release and knows the contents thereof, and signed the same as his or her own free act.

Signature

Date

Name of Customer

Time

Name of Company/Business

Phone Number

Service Address

Office Use

Account Number:

Form #: Water Service Agreement - ENG

Rev: 4/15/16



CORONA

DEPARTMENT OF WATER & POWER

CONTINUOUS SERVICE AGREEMENT

The Continuous Service Agreement allows property owners and managers to maintain uninterrupted water service while a rental property is vacant. By signing this form, owner agrees to / understands the following:

1. The meters for the properties listed on this Agreement will be transferred automatically into the owner's name when a tenant discontinues service with the City of Corona Department of Water and Power (Corona DWP). The owner will be responsible for all services and charges until the time a new tenant establishes service.
2. This agreement will stay in effect until the owner notifies Corona DWP in writing at least 5 working days prior to cancellation. Liability for charges incurred during any period that Corona DWP was not notified will be the owner's responsibility.
3. Upon cancellation of this Agreement, any active service in the owner's name listed on this agreement will be turned off unless Corona DWP is notified otherwise.
4. The \$40 New Account Set-up fee will be waived following the initial set up.
5. It is the owner's responsibility to inform the tenants of their need to establish their account with Corona DWP at the time of occupancy.
6. The owner must notify Corona DWP of any changes of contact information or mailing address.
7. This agreement does not prevent disconnection of service due to a tenant's or owner's nonpayment of bills or deposit.

Account Holder Name: _____

Account Number: _____

Contact Name (if different): _____

Customer Number: _____

Daytime Phone Number: _____

Email Address : _____

Last four digits of social security number or Tax ID: _____

Mailing Address: _____

Please list below all addresses for the rental properties you wish to be included under this agreement. For additional dwellings please list on a separate page.

1. _____

2. _____

3. _____

4. _____

By signing below, I acknowledge that I have read the Agreement and agree to such terms and conditions.

Signature: _____ Date: _____

Mail, e-mail, or fax your completed application to:

City of Corona , Customer Care Team

P.O. Box 950, Corona, CA 92878-0950

E-mail: CustomerCare@ci.corona.ca.us

Fax: (951) 736-2455 Phone: (951) 736-2321

For Office Use Only:

Received _____ Date _____ Start Date _____

Approved _____ Date _____ Audit/Scan/Attach _____ Date _____

LEE LAKE WATER DISTRICT

22646 Temescal Canyon Rd, Corona, California 92883

Phone: 951-277-1414 Fax: 951-277-1419

Hours: 7:30a.m. - 5:00p.m., Monday – Thursday & 7:30a.m. - 4:00p.m. Fridays; excluding legal holidays

WWW.LLWD.ORG

APPLICATION FOR WATER & SEWER SERVICE

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------|
| For Office Use Only | | |
| Account Number: _____ | Escrow Closing Date / Beginning lease Date: _____ | |
| Tract#: _____ | Lot#: _____ | Route#: _____ |
| (Please Print) | | |
| Name: _____ (Last, First, M.I. OR Business Name) | | |
| C/O: _____ | | |
| Service Address: _____ (Street Address) (City, State and Zip Code) | | |
| Mailing Address: _____ (If different than Service Address) (City, State and Zip Code) | | |
| Telephone Number: _____ Cell Phone Number: _____ | | |
| SSN /Tax ID#: _____ Driver's License#: _____ D.O.B.: _____ | | |
| <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Management Company <input type="checkbox"/> Realtor <input type="checkbox"/> Clean & Show | | |
| <input type="checkbox"/> \$10.00 Set-Up Fee (Owner) <input type="checkbox"/> \$10.00 Set-Up Fee + \$300.00 Refundable Deposit (Tenant) | | |
| Email Address: _____ | | |
| Previous Address (If with LLWD District): _____ | | |

In consideration for receiving water and/or sewer service from LLWD District, at the above location, I hereby acknowledge responsibility for payments of service billings. A non-refundable application fee of ten dollars (\$10) will be added to your first bill.

Residential water accounts are billed on a monthly basis, and payment by the indicated due date is required to prevent a 10% late fee or interruption of service. You are responsible for water/sewer service until your account is closed.

_____ I understand that LLWD is not responsible for water damage to this property or its contents. If the water is off, **(initials)** it may take up to 1 day to have service restored. In consideration for having water service initiated/restored at the above address, I agree to ensure that all water service facilities (sink and tubs, faucets/inside and outside, toilets, etc.) are turned off; or that someone will be on the property to check for leaks.

Signature: _____ Date: _____

*****APPLICATION WILL NOT BE PROCESSED WITHOUT APPROPRIATE DOCUMENTATION-PLEASE REFER TO NEW SERVICE CHECKLIST*****

Elsinore Valley Municipal Water District
P.O. Box 3000, 31315 Chaney St, Lake Elsinore, CA 92531
O: (951) 674-3146; F: (951) 346-3352 email: ihaveavoice@evmwd.net

Application for Residential Water/Sewer Service

This application has been created using Adobe Acrobat and all fields and check boxes can be populated electronically. Move pointer to field and cursor will appear. Fill in entire form, print out, sign and return to District Customer Service staff.

All requests for residential water/sewer service require a one-time set-up fee of **\$10.00**. An additional **\$50.00** will be collected if service is required the same day that a new service request is made, provided that request is made before 2:30 pm. An additional **\$100.00** will be collected if service is required the same day that a new service request is made, and that request is made after 2:30 pm.

Customers with active accounts must pay all past due amounts on current accounts prior to establishing additional service with the District. A deposit is required for all new account holders for each premise they request service. Payment history will be evaluated to determine if current account holders are required to pay a deposit when initiating service at a new or additional premise. Your deposit can be billed to you in equal monthly installments; or you may choose to have the deposit billed all at one time. The District pays monthly interest for all deposits on file and will return deposits after 18 months of satisfactory payment history. The deposit requirement can be conditionally waived if one of the following is selected (please check which option you will request):

- Provide a payment history report from a major utility (water, sewer, electric, gas) which reflects a satisfactory payment history (no delinquent charges, returned payments) for a minimum 12 month period.
- Participate in Auto Pay program for a minimum of 18 months.

Today's Date: _____ Requested Service Start Date: _____

Service Location: _____ City _____ Zip Code: _____
(Street Address)

Assessor's Parcel Number (APN...found on title paperwork): _____

Applicant Name: _____ Check One: Owner Tenant

Home Phone: (____) _____ Work Phone: (____) _____ Cell Phone: (____) _____

Billing Address (if different than service address):

Street: _____ City: _____ State: _____ Zip Code: _____

Driver's License #: _____ DL State: _____ Social Security #: _____

Spouse's Name: _____

Driver's License #: _____ DL State: _____ Social Security #: _____

The undersigned applicant(s) accepts responsibility for payment of all charges for water and/or wastewater services provided by the Elsinore Valley Municipal Water District and agrees to comply with all District regulations governing such services as stated in the District's Administrative Code, Rules and Regulations Governing Water Service, Section 3201 et seq. The applicant acknowledges liability for payment for water used and applicable service charges until the District is notified in writing or by phone to cancel service. The District is not liable for any damages due to running water on customer's side of the meter.

Applicant Signature _____ Date _____

Cleaning Checklist

Entry

- Clean off all cobwebs is any
- Wash off entry steps outside
- Clean front door front and back. (Painting recommend)
- Screen door cleaned front and back

Bathrooms

- Toilet – (Put sanitary strip around after cleaning)
- Vanity sinks (polish fixtures- no spots)
(remove hard water stains around fixture) and faucets need to be straight
- Inside Medicine Cabinet (Clean or paint)
- Inside Cabinets and Drawers
- Baseboards
- Tub-Shower (Polish fixtures-no spots)
(remove build-up on shower walls/tub surface and scrub)
 - Shower doors and tracks
 - Mop Floor
 - Mirrors - (No streaks)
 - Light Fixtures including bulbs

Kitchen

- Stove Top – Clean of all grease
- Stove under burners and Broiler in Stove
- Counters and grout on counter tops - Bleach if needed
- Stove Hood underneath and clean filter or replace and add cost to cleaning for filter
- Clean Microwave – inside and out and vent
- Cabinets (remove grease/dirt build-up, rinse ext. w/ Murphy soap. Inside and out Remove trash and damp wipe interior)
- Clean under sink
- Clean Dishwasher (include rim area)
- Sinks – (polish fixtures)

Baseboards

- All Rooms wipe down

Carpets/Tile/Laminated or Wood Floors

- Each room and stairs cleaned (It's a requirement that a deodorizer solution is put in carpet solution-cinnamon scent recommended)
- Clean tile grout as needed entry, etc.

Management One- CLEANING PRICES

| | |
|-------------------------------|----------|
| 0 – 1,000 square feet..... | \$395.00 |
| 1,001 –2,000 square feet..... | \$495.00 |
| 2,001– 3,500 square feet..... | \$595.00 |
| 3,501+ square feet..... | \$695.00 |

Mini or Faux-Blinds

- Wash Blinds
- Wipe down with damp cloth
- Remove and replace blinds

Light Fixtures

- Wash all globes and fans (if any)
- Remove and replace any if broken
- Clean light bulbs

Windows

- Wash windows inside & out (first and second stories (No Streaks)
- Wipe down window sills
- Clean Screens inside and out

Walls

- Wash all walls as needed if minor. Minor is considered anything under 30 min in the entire property
- Wipe down all light switch plates and electrical sockets

Garage

- Wash off outside gar door
- Spot clean with cleanser
- Scrub floor inside (if needed)
- Wash down and rinse out garage floor

Fireplace

- Clean and haul away excess debris
- Wash and wipe down glass if any
- Wash and wipe down fireplace screen both sides

Doors

- Wash all doors if minor. Minor is considered walls and doors under 30 minutes for the entire property

Air Fresheners

- Install diffusers in Kitchen and Bathrooms

Other

- All slider door runners must be cleaned professionally.

Landlord/Resident Insurance

Make sure you are covered with proper coverage:

1. **Malicious Intent**-Protects you if the resident damages the property above normal wear and tear.
2. **Loss of Rents**- Pays your monthly rent up to a year, if the property burns down or has severe damage caused by the resident.
3. **Vandalism**- Covers damages if someone breaks in or steals items.
4. **Fire and Liability**- Standard Coverage



Management One is not a Security Company. It's each owner's responsibility to make sure that the correct coverage is on the property.

Phone # (951) 924-4315

Here you will find contact names and emails of those individuals assigned to assist you.

If you are not able to reach that individual and your matter requires immediate attention, please reach out to any member on the team.

RIVERSIDE

6800 Indiana Ave
Suite 110
Riverside, CA 92506

Ph: (951) 924-4315

Fax: (951) 735-9430

RECEPTIONIST – *Client Coordinator*

Ext: 210 ccmv@mgtone.com

- Primary Contact
- Manages administrative tasks

LEASING – *Leasing Agent*

Trisha Ext: 211 Lcor@mgtone.com

Brittany Ext: 212 L1mv@mgtone.com

- Rents Properties
- Manages advertising and marketing of properties for rent
- Schedules Appointments to View Homes
- Processes Applications, Finding You a Qualified Resident
- Weekly Updates While Your Property is Up for Rent

MAINTENANCE – *Property Inspector*

Dante Ext: 213 picor@mgtone.com

Steve Ext: 214 pimv@mgtone.com

- Places Sign in Yard
- Written Estimate of the Work That Needs to be Done to Get Your Property Ready for a New Resident
- Completes Inspections; Move In/Out, Monthly and Annual Inspections
- Manages Maintenance Repairs

ACCOUNTING – *Accountant / Customer Service*

Melissa Ext: 215 acor@mgtone.com

- Collects and Processes Rents & Fees
- Issues Monthly Statements
- Customer Service Questions
- Handles Late Fees/Evictions
- Lease Renewals
- 30 day notices

MANAGEMENT – *Property Manager Assistant*

Michael Ext: 212 mgrmv@mgtone.com

- Oversees the operations
- Manages Vendor relations

Client/Owner References

Please be considerate of our client's time and only call Monday through Friday between 9:00am-5:00pm.

NEWPORT BEACH

620 Newport Center Dr.
11th Floor
Newport Beach, Ca
92660

Ph: (949) 721-6695

RIVERSIDE

6800 Indiana Ave
Suite 110
Riverside, CA 92506

Ph: (951) 924-4315

Fax: (951) 735-9430

Mrs. Sigthora Solter
(951) 247-2145
Client since 1987

Mr. Sol Shapiro
(951) 271-7222
Client since 1989

Mr. Scott Steckley
steckleys@calcdi.net
Client since 1996

Ms. Christine Dirkovich
(559) 707-5019
Client since 1997

Ms. Jenny Qiu
zyuqiu@yahoo.com
Client since 2007

Ms. Theresa Zuppardo
(951) 295-8970
Client since 2011

Mr. Gary Harris
gharris@msn.com
Client since 1989

Mr. George Cerruto
(714) 349-3498
Client since 1996

Mr. Rob Couture
couture2@ieee.org
Client since 1997

Mr. Chris Farrar
(951) 903-4180
Client since 2007

Ms. Rachaelle Hamilton
elichamilton@mac.com
Client since 2013

The Types of Turbulences On Rental Property

Let's start with the Resident (Our customer):

1. They lose their job or have to move before their lease is up for personal or business reasons.
2. Does not keep scheduled appointment with repairman.
3. Does not keep their appointment with company's property inspector.
4. Cannot pay their rent on time.
5. They do not take care of the inside of property as agreed.
6. Monthly exterior inspections find resident is not taking care of landscaping properly.
7. They get a dog after they move into the property that does not allow pets.
8. Late fees aren't paid immediately when owed.
9. Repair is resident's expense but owner has to pay repairman first and then get reimbursed.
10. Resident vacates and owes more than security deposit being held.
11. Doesn't comply with all CC&R's (covenant, conditions and restrictions) in association governed communities.

Owner of the Property (Our client):

1. Owner does not send in funds timely to Management Company for repairs.
2. Delays the projected move out date by not moving out on time as agreed on contract.
3. Did not complete the repairs agreed to in contract when doing their own work before resident moves in.
4. Fails final inspection by Management One resident scheduled to move in.
5. Owner has to sell due to unforeseen situations.
6. Does not tell us the home is in foreclosure when we first sign contract to bring on a property.

Repairman/Sub-Contractors:

1. Repairman does not call within 24hours to set appoint to come out to fix the item due to their schedule.
2. Resident moves in and you get charged for more work orders after you just paid for rehabbing the house when it was vacant.
3. Repairman does not show up for a schedule appointment.
4. Parts have to be back ordered.
5. Repairman does not return to finish the job when they said they would.

The Management Company

1. Have no control over owner's actions or lack of action.
2. Have no control over residents' actions or lack of action
3. Property takes longer to rent than originally expected.
4. Maintenance items not resolved quickly enough.

Franchise Tax Board Withholding-Out of State Owners Only

The State of California Franchise Tax Board has made a mandatory responsibility for management companies to withhold taxes from our out of state clients on rent they receive. This has created additional labor overhead and the expense and time of the state audits, therefore we have no other choice but to charge your account a minimal administration fee of \$25.00 each month. This service was not part of our original agreement and we unfortunately have been put in this position by the state of California.

The FTB did not give clarity on the matter and we recently went through an audit which resulted in numerous labor hours as well as a \$7,000.00 fine for not having a waiver on file for those out of state owners not charged the 7% withholding.

If you elect to request a waiver and it is approved by the FTB we would need to receive a copy of the approval form, then we will not be required to withhold the funds and there will not be any additional administration charge to you.

Please note that if a waiver is approved there is an expiration date given. It is your responsibility to update the waiver upon the expiration and supply Management One with a copy to avoid the withholding of 7% being deducted upon expiration date.

Attached is the request form that you would need to fill out and submit to the FTB via fax or mail. See instructions attached and please feel free to contact me if you have any questions or need assistance.

2017 Nonresident Withholding Waiver Request

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Part I Withholding Agent Information

Business name SSN or ITIN FEIN CA Corp no. CA SOS file no.

First name Initial Last name Telephone

Address (apt./ste., room, PO box, or PMB no.) Fax

City (If you have a foreign address, see instructions.) State ZIP code

Part II Requester Information

Check one box only. Withholding Agent Payee Authorized Representative for Withholding Agent Authorized Representative for Payee

Business name SSN or ITIN FEIN CA Corp no. CA SOS file no.

First name Initial Last name Telephone

Address (apt./ste., room, PO box, or PMB no.) Fax

City (If you have a foreign address, see instructions.) State ZIP code

Part III Type of Income Subject to Withholding

Check one type only.

A Payments to Independent Contractors

B Trust Distributions

C Rents or Royalties

D Distributions to Domestic Nonresident Partners/Members/Beneficiaries/S Corporation Shareholders

E Estate Distributions

I Other

Complete Side 2, Part IV Schedule of Payees, before signing below.

Sign Here

To learn about your privacy rights, how we may use your information, and the consequences for not providing the requested information, go to ftb.ca.gov and search for **privacy notice**. To request this notice by mail, call 800.852.5711.

Under penalties of perjury, I declare that I have examined this form, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than withholding agent) is based on all information of which preparer has any knowledge.

Type or print requester's name and title Telephone

Requester's signature Date