



**Property
Management** INC.

ASSOCIATION • RESIDENTIAL • COMMERCIAL • SHORT TERM



OWNER'S MANUAL



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Making Property Management ManageableSM

Welcome

Thank you for choosing PMI Brewder Realty 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.

PMI Brewder Realty works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Property Management Inc. 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.

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

Owner Documents

A copy of your management agreement has been published to your online owner portal. Refer to it as needed and keep it with this information for a handy reference.

Property Management Inc.

Property Management Inc. (PMI Brewer Realty) is a property management company operating in north King and south Snohomish counties, specializing in full-service property management.

PMI Brewer Realty mission statement

The mission of PMI Brewer Realty is to provide quality service in property management and real estate sales in north King and south Snohomish counties, demonstrating integrity and professionalism.

PMI Brewer Realty ownership

The owner/principal and licensed Broker of PMI Brewer Realty is Brent Brewer. The Designated Broker is Brian Birdy.

Brent Brewer
brent@pmibrewderrealty.com
(425) 329-4100

PMI Brewer Realty Communication

Communication is a key to the success in any relationship and the PMI Brewer Realty 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

Below you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

PMI Brewer Realty personnel communicate by:

- Telephone
- Text Message
- Owner Portal
- Email
- Written correspondence

PMI Brewer Realty Website

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

- Prospective tenants can search our site for available rentals and apply online.
- We can run credit reports and background screening in a matter of minutes after the application is received and make recommendations based on those screenings.
- Tenants can access important information, such as a work order request, or send PMI Brewer Realty an email from the site.
- Owners can log onto our website and view their vacant listing and log into the Owner Portal for real-time financial reports and view work orders.

General Office Information

PMI Brewer Realty General Information	
Address information	
Mailing address	15117 Main St, Ste 205-872
	Mill Creek, WA 98012
Communication	
Business #	(425) 329-4100
Website	www.pmibrewderrealty.com
Office Hours	
Monday – Friday AM	9-5 PCT
Sunday	Closed
Holidays	Closed
Emergencies	(425) 329-4100 (call or text)

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. PMI Brewder Realty 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. Please use the owner portal or email to notify us of any changes.

Email

PMI Brewder Realty encourages all owners to use email or Owner Portal to contact us. It is fast and effective. Please supply us with your email address on all the PMI Brewder Realty 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. This helps us identify the importance of your message, and avoids oversights or deletions of messages.

Owner vacation notice

PMI Brewder Realty respectfully requests that owners notify PMI Brewder Realty 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 PMI Brewder Realty is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. Please notify us using the Owner Portal.

Owner Responsibilities

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

Owner responsibilities are:

- Notify PMI Brewder Realty of any ownership change or eminent owner change for the managed property.
- Supply PMI Brewder Realty with accurate information so PMI Brewder Realty can service the management account properly.
- Review statements monthly and notify PMI Brewder Realty of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify PMI Brewder Realty if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat PMI Brewder Realty personnel with courtesy and notify PMI Brewder Realty principals if there are problems with PMI Brewder Realty personnel so they can be resolved quickly.

The Scope of Property Management

What is included in PMI Brewer Realty Property Management services?

PMI Brewer Realty has outlined details on our policies and procedures in future pages of this information. We can only include the basics in this manual. If you have more questions, contact your management team. These are general guidelines and when necessary, policies will change.

Company Policies

It is very important in the field of Property Management, that PMI Brewer Realty 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 PMI Brewer Realty Property Management Policy and Procedures Manual.

Department of Licensing Requirements

The Washington State Department of Licensing requires licensing for all persons conducting Property Management services and Real Estate Sales in our state. PMI Brewer Realty requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a Washington State Real Estate license.

Code of Ethics

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

Drug-Free Policy

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



Legislation

PMI Brewer Realty 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 PMI Brewer Realty follows:

- Fair Housing (HUD) - PMI Brewer Realty supports and follows Fair Housing laws and guidelines; the PMI Brewer Realty office displays Fair Housing signage
- Equal Opportunity - PMI Brewer Realty is an Equal Opportunity employer; the PMI Brewer Realty 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. PMI Brewder Realty 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 PMI Brewder Realty provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home* PMI Brewder Realty then forwards the required disclosure to owners for signature.



Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property. Legislation now provides that owners and managers must use certified vendors to work on lead-based paint.

Mold issues

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

Answers Regarding Funds

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

Banking

PMI Brewder Realty maintains a trust account as per Washington state requirements. There is a Property Management Trust Account where all moneys are deposited and paid out. All rents and owner contributions are also deposited in the Property Management Trust Account. All payments to vendors for maintenance and repairs, eviction expenses, management fees, returned deposits and owner draws come from the Property Management Trust Account.



Monthly Statements

You will have access through your Owner Portal to view real-time and monthly reports.

Disbursement of Monthly Funds

PMI Brewder Realty disburses available funds to owners on the **10th** of each month. If this day falls on the weekend, PMI Brewder Realty issues funds on the next business day. PMI Brewder Realty does not disburse funds on weekends and holidays. PMI Brewder Realty does NOT issue owner checks or ACH payments 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 PMI Brewder Realty adhere to this schedule to ensure servicing every owner's account. It is recommended that you maintain a contingency fund in your Property Management Account to cover any unexpected repairs or maintenance.

PMI Brewder Realty distributes owner funds in two ways:

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

End of Year Procedures

At the end of each year, PMI Brewder Realty is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply PMI Brewder Realty with a W9 with the necessary Social Security/Tax ID information so the 1099 is accurate. PMI Brewder Realty will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another W9 change form, please contact us.

PMI Brewder Realty also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the PMI Brewder Realty trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their last statement to their tax professional along with other information for income tax reporting. PMI Brewder Realty does not issue statements to the owner's tax preparers.

Renting Your Property

Preparing To Rent The Property

When you have a vacancy, our goal is to attract the best possible pre-qualified tenant for property. To do that:

- We conduct a move-out evaluation of your property and determine if repairs or maintenance are required.
- We run a competitive market analysis report to make sure your rents are priced right for the market.

- We enter your property into our comprehensive marketing program including syndication to the top rental websites in your market as well as on to our own website as a featured rental.

Advertising/Marketing

Internet/Website

PMI Brewder Realty has found that the Internet and the PMI Brewder Realty website, www.pmibrewderrealty.com receives tremendous exposure, as well as using Craig's List and syndicating to Hot Pads, Zillow, Trulia and many other rental websites.

Signage

PMI Brewder Realty displays "For Rent" signs prominently if desired, and each sign has contact information including our website URL. On our PMI Brewder Realty Website, prospective tenants can immediately access the property information and showings 24 hours a day. They can even complete a credit application only.

Showings and Applications

The PMI Brewder Realty property managers conduct showings for each vacant unit. We arrange showing times for your property in advance and appointments by contacting the PMI Brewder Realty office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Online applications are available on the PMI Brewder Realty website.

Processing Tenant Applications

Tenant Screening

Thorough screening is crucial to successful Property Management. PMI Brewder Realty requires all applicants to fill out a detailed application online from your website and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, tenant history or ownership, and criminal history.



All applicants must submit verifiable information to verify the income so we know they can afford the rent. 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

PMI Brewder Realty normally does not accept guarantors. PMI Brewder Realty 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 or guarantor on a property. If this is the case, PMI Brewder Realty will notify the owner, discuss the reasons, and obtain owner authorization. We disclose to the guarantor that they are equally responsible for the terms of the lease.

Pets

If an owner authorizes a pet, PMI Brewder Realty will increase the security deposit.

PMI Brewder Realty offers a pet guarantee. Any pet damage caused by an approved pet, and PMI Brewder Realty will cover the costs to repair the pet damage, up to \$2000. To offset this cost, we charge tenants a monthly pet fee, and the execution of a pet addendum to their lease.

Many tenants have or want pets. While it's legal for property owners to discriminate against pets, we highly recommend you do not. Nearly 70% of US households have at least one pet. By allowing pets, you are substantially increasing the overall pool of applicants which should shorten the vacancy period and increase potential rent. Also, not allowing pets increases the potential of having unauthorized pets on the Property without the appropriate protections in place.



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 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, disabled or not.

The Tenant Move In

Rent and Security Deposits

PMI Brewder Realty requires certified funds prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting. Washington state law requires we agree to allow "payments" under certain conditions.

Once approved, all applicants must pay in full, the first month's rent, and a security deposit, in certified funds. It is normally PMI Brewder Realty policy to require a higher security deposit than the rent.

Rental/Lease Agreements

Once PMI Brewer Realty receives funds, a thorough rental/lease agreement with the applicant is completed.

All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements and make application. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.



Walk-Through

A vital part of the rental agreement is a detailed walkthrough documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the PMI Brewer Realty team completes the walk-through with the tenant before the tenant takes possession of the property. Photos are taken of any damage to the property.

When the tenant moves out of the property, there is a sound basis for the security deposit refund. PMI Brewer Realty also documents the move in with digital photos.

Working with Your Tenants

Collecting Rent

Rents are due on the **1st** day of the month and are considered late on the **2nd**. Washington state law requires a **5-day grace period** before 14-Day Notice to Pay or Vacate can be served, which is the **6th** day of the month. PMI Brewer Realty holds non-certified funds 5 days prior to distribution to the owner.

PMI Brewer Realty recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. The owner will be notified if rent is not paid by the 5th or if we determine there is an ongoing rent issue.



14-Day Notice to Pay or Vacate

If PMI Brewer Realty does not receive rent by the 5th, PMI Brewer Realty prepares and delivers a 14-Day Notice to Pay or Vacate on or shortly after the 6th, as the law allows. This notice is legally required to be served to the tenant prior to court proceedings taking place. In many cases, we are required to allow a reasonable rent repayment plan before starting an eviction for unpaid rent. PMI Brewer Realty will mail and post notices properly should legal action be required. If PMI Brewer Realty determines the tenant is not going to pay the rent during the notice to pay or vacate period, or shortly thereafter, PMI Brewer Realty contacts the property owner and works out a plan of action leading to possible eviction. We believe the best solution is to avoid a court proceeding but that may not always be possible.

PMI Brewder Realty offers an eviction guarantee. If a screened tenant placed by PMI ever has to be evicted, we will be responsible for the eviction process including the costs or fees associated with eviction, up to \$1,000.

Breaking a lease

We want all our tenants to stay throughout their lease term. However, sometimes things change, such as a job relocation, a marriage, or a divorce, and it is necessary to allow a tenant to break their lease. PMI Brewder Realty has a leasing guarantee that states if a tenant does not fulfill at least 9 months of a lease term, we will not charge you a leasing fee to find a new tenant. In the event the tenant breaks the lease between 9 months and the end of the lease, we will attempt to collect a lease break termination fee from the tenant. In the event we are able to collect this, we will not charge the owner the leasing fee for the new tenant.

Other Notices

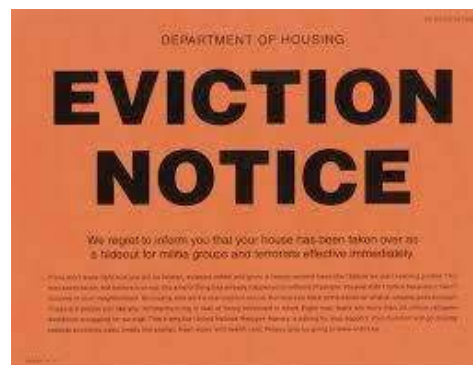
There are other notices that may be involved with tenants. PMI Brewder Realty serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform condition assessments, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a certified letter or a legal Notice "form." Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, PMI Brewder Realty contacts the owner with the information to discuss the situation.

Tenant problems

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

Legal action

Although PMI Brewder Realty works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, PMI Brewder Realty will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.



Utilities

How we handle utilities

Utility transfers and managing the monthly billing can be expensive, complicated, and time consuming. PMI Brewder Realty has contracted with a third-party utility management company called Conservice which manages all billings and transfers on behalf of the Property Owner, Tenants, and Manager. This service reduces the amount of activation and late fees, disputes, and risk of liens being filed against a Property in

the event a Tenant fails to pay for utilities. Monthly bills are consolidated into a single invoice and payment for convenience.

The process is very simple, utilities should be in the legal name of the property owner and will not be changed for the duration of the agreement. During onboarding, we will collect the utility information from you and provide it to Conservice, usually all we need are the past bills as long as they have the account number and correct name. In some cases, they may need authorization to access your account.

Conservice will be tied into our property management system and will know when the property is rented or vacant. They will then pro-rate any billings and bill to the tenant directly through the Tenant Portal. When the property is vacant, we will post the bill to your Owner Portal and make payments out of the reserve if there is enough. You will need to replenish the reserve if it goes below the required amount.

The fee for this service is already included in the management and onboarding fees. You have an option to opt out for any reason and some utilities or locations may not be eligible, although it is not common.

Maintenance

Preventative Maintenance

The best approach to maintenance is “preventative maintenance,” and this is the PMI Brewder Realty policy.

First, we create a detailed plan for maintenance and determine which will be the property owner’s responsibility and which are the tenants.

During the property onboarding process, PMI Brewder Realty will perform an initial property assessment and provide recommendations for improvements for rentability and long-term maintenance. Based on the information gathered and in consultation with you, we then establish a maintenance & improvement schedule and budget



We want the tenant to know from the beginning of their tenancy that we expect them to “care for the property.” This approach can prevent costly maintenance. PMI Brewder Realty educates the tenant by:

- Completing a detailed PMI Brewder Realty Rental Agreement outlining what are tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a walk-through documenting the condition of the property before the tenant takes possession.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, and more. Many small repair items can prevent maintenance that is more expensive.

Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issues and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future.

It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.”

This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

The PMI Brewder Realty management teams contact owners regarding maintenance above the \$500 minimum that is listed in the PMI Brewder Realty Management contract, unless the situation is an emergency.

Emergencies/Disaster

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

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.

How do you protect your investment?

None of us have control of economic factors that might affect the value of your property, but we can help protect your assets by doing regular condition assessments and providing maintenance and repairs when needed. Some renters don’t have the same pride of ownership that a property owner would have.

You need to have control over the maintenance and repair process. Using our Owner Portal the whole process is totally transparent. We document our assessments with notes, photos and even videos. You can log into your Portal and view those inspection details 24/7.

From the signing of the lease, tenants are aware of their responsibility for maintaining the property and they also know that we will be following up with regular inspections. We also instruct them how to enter work orders using the Tenant Portal. When a work order is entered in the Portal, an email is sent to us and to you immediately. We have preferred vendors who can do the repairs professionally at a reasonable price or you can opt to do the repairs or maintenance yourself.

- We will do pre-move in and post-move out inspections, which includes photographs and even videos to document the condition of the property.
- There is one required condition assessment 60-90 days before the end of each lease term, which we assess if tenant should be offered a renewal. Additional condition assessments are highly recommended to ensure compliance with lease and maintenance is being performed properly. We look for signs of water damage, unauthorized pets, unusual smells, deferred maintenance, and

unusual or excessive wear and tear. We also perform functional tests of appliances, plumbing fixtures, and smoke/carbon monoxide alarms.

- If there are tenant-caused issues found during the assessments, the tenants are given a timetable to make the repairs or we will order the repairs and bill the tenant.

During the condition assessment, maintenance, and repair process you remain in control of your property. You know that your valuable assets are protected.

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 we move in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, Move-In Checklist and walk-through. All of these documents gave instructions to the tenant on how to move out.

Communication with Owners and Tenants

PMI Brewder Realty notifies the owner in writing on how they will proceed with the tenant and re-renting the property. PMI Brewder Realty immediately places the property on the market to rent unless the owner notifies PMI Brewder Realty to take other measures.

PMI Brewder Realty also responds to the tenant notice with a move-out checklist to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant Move Out

PMI Brewder Realty conducts a walk-through similar to the one performed when the tenant moved into the property. PMI Brewder Realty records any maintenance required and discloses a list of damages to the vacating tenant. Photographs are taken when the tenant moves out to document the condition of the property and support any deductions from the security deposit. After assessment of the tenant move out, PMI Brewder Realty 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. Washington state requires deposits to be refunded within 21 days of vacating the property. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

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

Additional Services

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

Referrals

Do you know someone who is looking for management services in the north King and south Snohomish area? If so, then notify our management team. PMI Brewder Realty values their client business and believes in rewarding referrals from clients.

Annual Survey/Inspection

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

Supervision of Extraordinary Maintenance

PMI Brewder Realty charges a percentage or fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

PMI Brewder Realty defines extraordinary maintenance as rehabilitation work that exceeds \$500, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

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

Additional Eviction Guarantee

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. Our screening process reduces this possibility, but evictions can happen. PMI Brewder Realty offers an eviction guarantee for the costs and fees associated with eviction on every property we screened and placed the tenant up to \$1,000. Additional protection is available for \$15 per month per property which extends the protection to include cost to remove tenant’s personal property and repair damages up to \$3,000. If you are interested, ask your management team for more information.

Additional Pet Protection Guarantee

Allowing pets opens your property up to many more applicants and therefore reduces vacancy duration and increases rent potential. However, we understand why you may be concerned about the increased risks a pet may pose to your valuable asset. PMI Brewder Realty has policies in place to minimize damage and hold tenants liable for repairs, including an increased security deposit or deposit insurance. We have a pet screening process in place that helps reduce risk as well and we look for damage or excessive wear when we perform periodic condition assessments. Finally, we offer a guarantee on every property under our lease agreement with an approved pet for damages up to \$2,000. Additional protection is available for \$15 per month per property that increases the amount to \$6,000. If you are interested, ask your management team for more information.

Additional Management Services

Every property owner has different needs and expectations. Some want to be involved in every situation and others only want to collect a monthly check. We appreciate everyone's uniqueness and our policies allow for flexible plans to keep you as involved as you want to be. For those that don't want to be bothered by any of the details, we can take care of those for you. We offer a plan to manage all of the owner's property payments on their behalf; including mortgage, insurance, property taxes, HOA dues, amenity fees, & special assessments. This is an additional \$75 setup fee and \$15/month and also will increase the required reserve based on information from our reserve analysis. Other services can be tailored to your needs, just ask your management team for more information.

Our Guarantees

We are committed to providing our clients with high-quality service for their rental property and we back it up with our service guarantees. Click below to see how we are elevating our services to meet your needs:

<https://www.propertymanagementinc.com/pmi-brewder-realty/residential/residential-guarantees/>

Cancellation of Management

It is the goal of PMI Brewder Realty 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 PMI Brewder Realty offers a happiness guarantee, which allows you to cancel your property management service without penalty with a 30 day notice. We will resolve your account in a professional, timely, and pleasant manner.



Please review the following policies for cancellation.

Written Notice

- The PMI Brewder Realty management contract accepts a 30 days written notice by either party. Please refer to your management contract.
- The PMI Brewder Realty policy is to give cancellation of management by US Mail or email.
- If an owner sends a cancellation of management by US mail, PMI Brewder Realty must receive the notice within 5 business days of the date of the notice.

Notice To Current Tenants

- PMI Brewder Realty will notify current tenants the date PMI Brewder Realty will no longer manage the property and that PMI Brewder Realty 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

- PMI Brewder Realty 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 PMI Brewder Realty office.

Final Distribution of Funds

- PMI Brewder Realty will distribute funds, including security deposits, and final statements to the owner within 30 days of the termination date of management, as agreed in the management contract
- PMI Brewder Realty will issue a 1099 for funds collected during the current tax year when the tax year ends.

Conclusion

We hope you have found the PMI Brewder Realty Owner Manual informative and useful. If there is anything we can do to improve the Manual, please let us know.

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