



**Property
Management** INC.

ASSOCIATION • COMMERCIAL • RESIDENTIAL



OWNER'S MANUAL



Thank you for choosing Property Management Inc to manage your investment. We are aware that there are many choices for you, and we appreciate that you have selected PMI Perimeter as your property management company.

PMI strives to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared this Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. 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 Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change accordingly to events that take place. PMI 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 Perimeter as your Property Management Company. We look forward to a successful business relationship.

Property Management Inc.

PMI Perimeter is a property management company operating in the Atlanta metro area, specializing in full-service residential and commercial property management and residential sales.

PMI PERIMETER mission statement

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

PMI PERIMETER'S principal

The owner of PMI Perimeter is Bill Ireland, with 22 years of professional experience, including 19 years of real estate experience. Kent Grothe is the broker for PMI Perimeter. Kent is a very successful owner of PMI Northeast Atlanta, located in Sugar Hill, GA.

Communication

Communication is a key to the success in any relationship and the PMI/Owner relationship is certainly not an exception. We work constantly to improve communications with all 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 Perimeter Website

PMI takes pride in offering leading technology and our website (www.pmiperimeter.com) and Owner/Tenant Portals are a tremendous asset to all of our clients. Here are a few of the benefits:

- Prospective tenants can search our site for available rentals and submit applications online.
- Existing Tenants can access important information, submit maintenance requests, pay rent, review helpful "how-to" guides, and view their statements.
- Owners can view their advertised listing, download helpful forms, and log into the Owner Portal for real-time financial reports and work orders.

General Office Information

PMI Perimeter General Information		
Address information		
Business Address	5555 Glenridge Connector	
	Sandy Springs, GA, 30342	
P.O. Box (for payments)	P.O. Box 681924	
	Marietta, GA 30068	
Communication		
Business #	678-915-1764	
Propertyware Text #	404-948-3069	
FAX #	678-915-1650	
Email	bill@pmiperimeter.com	
Website	www.pmiperimeter.com	
Office Hours		
	Monday – Friday	9:00am – 6:00pm
	Saturday	Appointment Only
	Sunday	Appointment Only
	Holidays	Closed
24/7 Emergencies	Call: 888-584-4138	

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 Perimeter 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 make sure to notify us by email of any changes.

Email

PMI encourages all owners to use email and/or Owner Portal to contact us. It is fast and effective.

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 Responsibilities

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

Owner responsibilities are:

- Notify PMI of any ownership change or eminent owner change for the managed property.
- Supply PMI with accurate information so we can service the management account properly.
- Review statements monthly and notify us of any discrepancies found as soon as possible.
- Check statements monthly for accurate or missing deposits and notify PMI 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.
- **Don't be "penny wise but pound foolish". Properly addressing anticipated maintenance proactively will save you money and hassle in the long run, and create fewer problems for everyone involved - Owner, Tenant, Manager.**
- Treat PMI personnel with courtesy and notify PMI principals if there are problems so that we can resolve them quickly.

The Scope of Property Management

What is included in PMI Perimeter Property Management services?

PMI 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 Perimeter 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 Policy and Procedures Manual.

Code of Ethics

PMI Perimeter follows the Code of Ethics outlined by both NARPM and NAR®. We consider this a top priority in conducting business and it is required of all PMI personnel.

Drug-Free Policy

PMI Perimeter has a drug-free policy for all personnel, vendors, and tenants. PMI incorporates this policy into lease agreements, as well as tenant, personnel, and vendor documentation.



Legislation

PMI Perimeter 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 we follow:

- Fair Housing (HUD)
- Equal Opportunity - PMI Perimeter is an Equal Opportunity employer;
- 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 Perimeter 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 Perimeter provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*.

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 Perimeter 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 Perimeter takes action if a tenant reports mold. We will notify owners as soon as practical of any mold issues so PMI and the property owner can take the proper steps.

Answers Regarding Funds

When you entered into a management agreement, PMI Perimeter established an account for you and your property. We recognize the importance of accurately collecting and disbursing funds. The bookkeeping program used by PMI is specialized software designed to handle the many facets of property management and accurate record keeping and complies with the requirements of Georgia's Real Estate Commission.

Banking

PMI Perimeter maintains two trust accounts as per your state requirements. The first is the Security Deposit Trust Account where all security deposits reside. There is a Rents Trust Account where all moneys are deposited and paid out. Security deposits come in through that account and are transferred to the Security Deposit Trust Account. All rents and owner contributions are also deposited in the Rents Trust Account. All payments to vendors for maintenance and repairs, eviction expenses, management fees, returned deposits and owner draws come from the Rents Trust Account.



Monthly Statements

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

Disbursement of Monthly Funds

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

PMI Perimeter 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 Perimeter mails monthly statements after disbursement.

End of Year Procedures

At the end of each year, PMI Perimeter 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 Perimeter with a W9 with the necessary Social Security/Tax ID information so the 1099 is accurate. PMI Perimeter 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 by emailing our team. PMI Perimeter will need you to complete a new W9 form.

PMI Perimeter 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 Perimeter trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

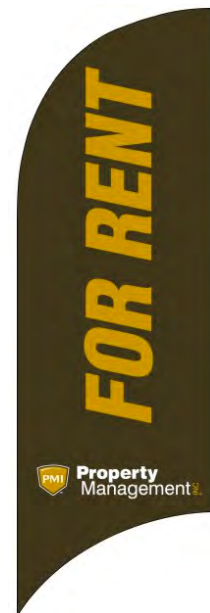
The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners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

PMI Perimeter has found that the Internet and the PMI Perimeter website receives tremendous exposure, as well as syndicating to Zillow, Hot Pads, Trulia, Realtor.com and many other for rental websites. Properties are also listed on the local listing service - FMLS.

Signage

PMI Perimeter displays "For Rent" signs prominently if desired, and each sign has our contact information including website address. On our PMI Perimeter Website, prospective tenants can access the property information and book showings 24 hours a day.



Showings and Applications

PMI Perimeter uses a Self-Showing company and digital lock boxes so that your rental is always available for when prospective tenants want to view the property. The PMI Perimeter team is still available to answer any questions and help with scheduling. Online applications are available on the PMI Perimeter website.

Processing Tenant Applications

Tenant Screening

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



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.

Cosigners

PMI Perimeter policy is that the applicants should have the ability to rent on their own merits. However, sometimes there are situations that may warrant taking a cosigner or guarantor on a property. If this is the case, PMI Perimeter will accept a co-signer and require that they go through the same application process.

Pets

If an owner authorizes a pet, PMI Perimeter increases the security deposit (subject to state law) and requires appropriate pet screening with an outside vendor, at Tenant's cost. Please note that according to law, service and emotional support animals are not considered "pets" but must still be registered and verified. In addition, any damage due to support animals is still required to be fixed by the Tenants.

Please refer to the following page for additional details.

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 extra 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 Perimeter does not accept personal checks prior to renting the property and does not allow “payments” on security deposits – we require certified funds to be fully paid prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay in full, the first month’s rent, and a security deposit, in certified funds. PMI Perimeter does not exceed the maximum-security deposit allowed by the **Georgia** landlord/tenant laws.

Rental/Lease Agreements

Once PMI Perimeter 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 walk-through documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the PMI Perimeter team completes the walk-through 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, net of any Tenant charges. PMI Perimeter 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 rents are late if not received in the PMI Perimeter office by the end of the day on the **4th** of the month.

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



Notice to Pay or Quit

If PMI Perimeter does not receive rent by the due date, PMI Perimeter prepares and delivers a timely notice to pay or quit, as the law allows. PMI Perimeter makes every effort to mail and post notices properly should legal action be required. If PMI Perimeter determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, PMI Perimeter may contact the property owner and work out a plan of action leading to possible eviction.

Other Notices

There are other notices that may be involved with tenants. PMI Perimeter serves notices as situations warrant, such as a notice to clean up the landscape, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a 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 Perimeter may contact the owner with the information to discuss the situation.

Tenant problems

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

Legal action

Although PMI Perimeter 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 Perimeter will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.



Maintenance

Preventative maintenance

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

First, PMI Perimeter has already started with educating the tenant by:

- Completing a detailed PMI Perimeter 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.



We want the tenant to know from the beginning of their tenancy that the PMI Perimeter landlord expectations are to “care for the property.” This approach can prevent costly maintenance.

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

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 Perimeter management team contacts owners regarding maintenance above the minimum that is listed in the PMI Perimeter Management contract, unless the situation is an emergency.

Emergencies/Disaster

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

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

When the Tenant Vacates

Notice to Vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when PMI Perimeter moves 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 Perimeter notifies the owner in writing on how they will proceed with the tenant and re-renting the property. PMI Perimeter places the property on the market once we have a schedule or an idea of when the home will be made Rent Ready, unless the owner notifies PMI Perimeter to take other measures.

PMI Perimeter also responds to the tenant notice with a move-out check list 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 Perimeter conducts a walk-through similar to the one performed when the tenant moved into the property. PMI Perimeter records any maintenance required and discloses a list of damages to the vacating tenant. Photographs are taken with the tenant move out to document the condition of the property and support any deductions from the security deposit. After assessment of the tenant move out, PMI Perimeter advises owners of any tenant damages or any maintenance required to re-rent the property.



Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with 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 Perimeter will refer the matter to a qualified consumer collection service. PMI Perimeter management does not include recovering tenant damages but leaves this to companies with expertise in debt collection. PMI Perimeter will supply consumer collection companies with the necessary documentation needed.

Additional Services

The following are “additional services” offered by PMI Perimeter 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? If so, then notify your management team. PMI Perimeter values their client business and believes in rewarding referrals from clients.

Condition Inspection Reports

PMI Perimeter maintains properties as part of their property management services. The condition report goes beyond normal management and maintenance and will cost an additional fee as outlined in the management agreement. PMI can also use a **Third-Party Company** to perform the inspection, and the purpose is to allow PMI Perimeter and the owner to see how the property is being cared for by the tenant. PMI Perimeter typically alerts the owner at the 90-day tenancy mark to see if you are interested in the report. This report can be requested at any time.

Supervision of Extraordinary Maintenance

PMI Perimeter charges an extra fee for supervising work requiring extraordinary maintenance as outlined in the management agreement; the definition of extraordinary maintenance is as follows:

PMI Perimeter defines extraordinary maintenance as Break Ins, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

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

Eviction Protection Plan

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The PMI Perimeter Eviction Protection Guarantee is available to you for an fee per month, as outlined in the management agreement. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers the cost of attorney fees and court costs If you are interested, ask your management team for more information.

Real Estate Services

The PMI Perimeter team is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.



Cancellation of Management

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

Please review the following policies for cancellation.

Written Notice

- The PMI Perimeter management contract accepts a **30 days** written notice by either party, but this excludes the minimum management period. Please refer to your management contract.
- The PMI Perimeter policy is to give cancellation of management by US Mail or Email.
- If an owner sends a cancellation of management by US mail, PMI Perimeter must receive the notice within **5** business days of the date of the notice.



Notice to Current Tenants

- PMI Perimeter will notify current tenants the date PMI Perimeter will no longer manage the property and that PMI Perimeter forwards all security deposits to the owner or new management company.
- It is the owner's or new manager's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution Of Documents

- PMI Perimeter will supply current tenant documentation to the owner or new manager.

Final Distribution of Funds

- PMI Perimeter will distribute funds, including security deposits, and final statements to the owner or new manager once the expiration date of the lease is determined.
- PMI Perimeter 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 Perimeter 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.