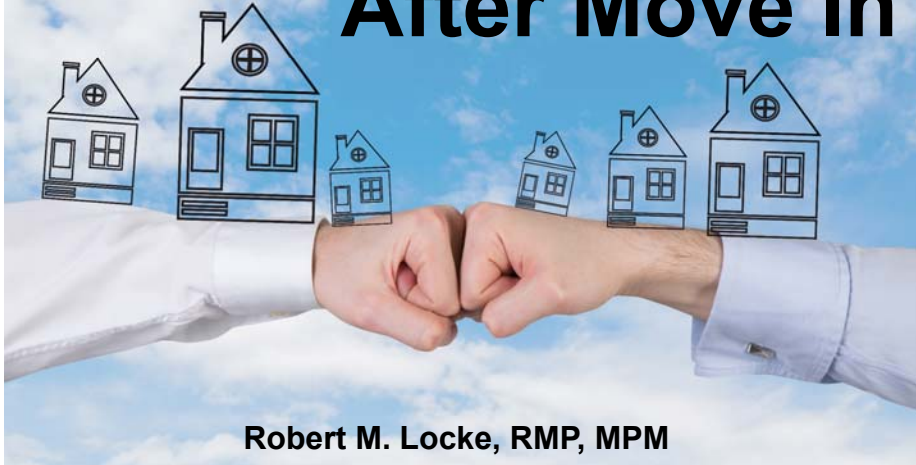


Managing the Property After Move In



Robert M. Locke, RMP, MPM



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**Why
You
Want
an
Owner
Reserve**


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**Managing
the Owner**



What am I paying you for anyway?!

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Property Manager's Job Description



What
They Do
What
You Do
What
You Work
on Together



Property Manager's Job Description

As Crown Does It



Managing the Tenant



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Tenant Handbook

Outlines Policies
Reduces Calls
Reduces Stress
Increases
Communication
Eliminates
Arguments



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Managing Violations

Violation / Default
Examples?
Demand Letter
Authorization
Default Letter
Right to Cure
Terminate the Lease

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Managing the Property



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Maintenance

- Deductible?
- Categories of Urgencies
- Spending Limits
- In-House
- Company
- Revenue Stream
- Contractor License


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Habitability

- Safe / Healthy
- CO₂ / Freon
- Appliances Working
- Wet / Mold
- Lead Paint
- Rodents


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Managing the Move Out

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Before Move Out

- Have a Notification Policy
- Skips
- Evictions
- Abandonment

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During Move Out

The Law Says ...

Who Should
Attend?

The Inspection
Normal Wear
& Tear

The Court's Position
Photos vs. Videos

Rent Recovery

Collecting
After Move Out

Who Gets
the Money?

Who Does
the Work?

Outsource?



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Conclusion

Embrace Property Management
Software

Treat ALL Money as Escrow

The Tenant is the Asset

Who is Responsible for
Habitability Issues



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