

LANDLORD'S HANDBOOK

Hoffman Realty, LLC

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Tampa, FL 33609

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www.HoffmanRealty.com



Hoffman Realty, LLC

Please keep this document in a safe place for future reference.

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Hoffman Realty, LLC

3900 W. Dale Avenue, Tampa, Florida 33609

WELCOME

Dedicated to Your Successes

Thank you for choosing Hoffman 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.

Hoffman Realty works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Hoffman Realty Landlord's Handbook 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.

Hoffman Realty forms have also been included with this manual. There are some to fill out upon receipt unless you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists Hoffman Realty in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the Hoffman Realty Landlord's Handbook is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change according to events that take place. Hoffman 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 Hoffman Realty as your Property Management Company. We look forward to a successful business relationship.

Sincerely,

MaryAnn Hoffman & Andrew Dougill
Brokers and Owners

LANDLORD DOCUMENTS

A copy of your management agreement is included with the *Hoffman Realty Landlord's Handbook*. Refer to it as needed and keep it with this information for a handy reference.

It is important that Hoffman Realty receive all critical information as we begin management. You may have completed the documents listed below. If not, they are available for you to download online on our website www.HoffmanRealty.com should you need them. Please return the appropriate forms via fax to (813) 354-9278 or via email to Homes@HoffmanRealty.com

New Property Data Sheet

This information enables Hoffman Realty to set up your account.

Electronic Funds Transfer (EFT) Authorization Form (Optional)

This form enables Hoffman Realty to send your funds directly to your bank. If you do not wish to start EFT at this time, you can use this form in the future.

Internal Revenue Service Form W-9

This form is required by the Internal Revenue Service so we can report your rental income each year.

Solvency Statement

Landlord's statement that all bills and money due on the premises are paid, current and not in any state of delinquency.

Insurance Authorization (Optional)

This form requests the insurance company issue a copy of your property insurance to Hoffman Realty.

Landlord Portal Handbook

This is a handbook with instructions on how to use your Landlord Portal through our website.

Please complete all forms and return to us. We will send them to the appropriate organizations.

As your management continues, information can change. Please be prepared to send us a fax, email or letter should any of the following occur:

Change of landlords information

Notify Hoffman Realty of any important change when it happens – address, telephone, fax, email, etc.

Landlord Work Request/Authorization

This is for authorizing work requests from telephone conversations with your management team.

Landlord Vacation Notice

This is for notifying Hoffman Realty when you will be unavailable for more than two weeks so that Hoffman Realty is prepared in the event of an emergency.

HOFFMAN REALTY

Hoffman Realty is a full-service residential real estate company that specializes in residential sales, rentals and property management in South Tampa, and the surrounding communities in Tampa Bay. Hoffman Realty began operating in **1988**, and is actively involved in the **Tampa** community.

Hoffman Realty is an abbreviation used in lieu of the full company name, Hoffman Realty, LLC, and will be used throughout the *Hoffman Realty Landlord's Handbook*.

Hoffman Realty mission statement

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

Hoffman Realty principals

The owners of Hoffman Realty are **MaryAnn Hoffman** and **Andrew Dougill**. They are the brokers of Hoffman Realty and have collectively, over 35 years of experience in the real estate industry. **MaryAnn Hoffman** and **Andrew Dougill** provide the guidance and direction of Hoffman Realty. They personally oversee all contracts, policies, and procedures, and work to educate the personnel to provide excellent service to our clients.

HOFFMAN REALTY COMMUNICATION

Communication is a key to the success in any relationship and the Hoffman Realty/Landlord relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – landlords, tenants, applicants, vendors, buyer, sellers, and the public.

Company Communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

Hoffman Realty personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

Hoffman Realty website “www.HoffmanRealty.com”

Hoffman Realty stays current with business technology. Our website, www.HoffmanRealty.com, has proved to be a tremendous asset. Here are a few of the benefits for clients on our website:

- Prospective tenants can search our site for available rentals and download our application, and apply to rent.
- Landlords, Tenants and Vendors can access important information, such as a work orders, account ledgers and documents or send Hoffman Realty an email from the site
- Landlords can obtain forms or view your account, online.
- Tenants can pay rent on-line with credit cards, online checks or ACH.
- Landlords can review their account status online

General office information

Hoffman Realty General Information

Address information

Mailing address **3900 W. Dale Avenue
Tampa, FL 33609-4405**

Street address **3900 W. Dale Avenue
Tampa, FL 33609-4405**

Communication

Business # **813-875-7474**
FAX # **813-354-9278**
Email **Info@HoffmanRealty.com**
Website **www.HoffmanRealty.com**

Office Hours

(Leasing calls are answered evenings and weekends)

Property Management	Monday – Friday	9:00 am – 5:00 pm
	Monday – Friday	Open during lunch hour
	Saturday	9:00 am – 5:00 pm by appt
	Sunday	10:00 am – 3:00 pm by appt
	Holidays	Closed

Emergencies

For non-911 Emergency Repairs
Call **813-875-7474 extension 110**

TEAMS AND CONTACT INFORMATION

Hoffman Realty staff/personnel

We have a complete staff to assist you. What Hoffman Realty has found effective for servicing tenants is “Teamwork.” Together Everyone Achieves More. There is a convenient chart of the teams and their contact information below.

- **Property Management Team:** Hoffman Realty has assigned a management team to your account, consisting of one or more Property Managers and one or more Leasing Agents. They focus on showing your property, processing applications, renting, managing all the many facets of a tenancy, and handling the details when the tenant moves.
- **Office Team:** The Office Team supports all Hoffman Realty personnel. They handle the everyday business of telephones, taking messages, accepting applications, office details, preparing documents, property accounting and coordinating with your property management team.
- **Leasing Team:** The Leasing Team works to find good prospective tenants for your property. They respond to rental leads and enquiries, qualify prospects, conduct showings of your property, and obtain rental applications.

Team	Position	Name	Phone + Ext.	Email
Property Management Team	Property Manager	Andrew Dougill	813-875-7474 ext 103	Andrew@HoffmanRealty.com
	Property Manager	Rick Padgett	813-875-7474 ext 113	Rick@HoffmanRealty.com
	Property Manager	MaryAnn Hoffman	813-875-7474 ext 104	MaryAnn@HoffmanRealty.com
Business Development		MaryAnn Hoffman	813-875-7474 ext 104	MaryAnn@HoffmanRealty.com
Office Team	Office Manager & Bookkeeper	Charlene Padgett	813-875-7474 ext 201	Charlene@HoffmanRealty.com
	Bookkeeper and Website	Andrew Dougill	813-875-7474 ext 103	Andrew@HoffmanRealty.com
	Showing Instructions, keys and Front Desk	Charlene Padgett	813-875-7474 ext 201	Charlene@HoffmanRealty.com
Leasing Team	Leasing Agent	Rick Padgett	813-875-7474 ext 113	Rick@HoffmanRealty.com
	Leasing Agent	Charlene Padgett	813-875-7474 ext 201	Charlene@HoffmanRealty.com
	Leasing Agent	MaryAnn Hoffman	813-875-7474 ext 104	MaryAnn@HoffmanRealty.com
Principals	Hoffman Realty Broker	MaryAnn Hoffman	813-875-7474 ext 104	MaryAnn@HoffmanRealty.com
	Hoffman Realty Broker	Andrew Dougill	813-875-7474 ext 103	Andrew@HoffmanRealty.com

LANDLORD COMMUNICATION

Communication works both ways. We need communication from you, the Landlord. It is important that you let us know of any significant change that can affect your account. Hoffman 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. To assist in communicating any changes to us, we have provided the “Change of Landlord Information” form with this manual that is easy to use.

Communications using Your Landlord Portal

Hoffman Realty encourages all our landlords to use your Landlord Portal. It is available 24 hours a day and is a very effective communications tool. The conversations feature of your Landlord Portal provides you with a central location to communicate with us, and includes a feature that allows you to view conversations related to the management of your property. The Conversations section of your landlord portal displays:

- ❑ Conversations between Hoffman Realty and your tenant(s)
- ❑ Conversations directly with Hoffman Realty

Any time a conversation has been created or updated with a new comment, you are notified immediately with an email.

Communicating using Email

Email is another fast and effective communications tool. Please supply us with your email address on all Hoffman 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. With the problems of spam, worms, viruses, trojans, and more on the Internet, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

Landlord vacation notice

Hoffman Realty respectfully requests that Landlords notify Hoffman Realty in writing of vacations that are two weeks and over where we may have difficulty contacting you. The purpose in asking for this information is only so Hoffman Realty is prepared in the event of an emergency repair or major problem concerning your property and/or tenant.

LANDLORD RESPONSIBILITIES

A successful business relationship works both ways. Hoffman Realty takes their management responsibilities seriously, and requests that our Landlords do the same.

Landlord responsibilities are:

- Notify Hoffman Realty of any ownership change or eminent ownership change for the managed property.
- Supply Hoffman Realty with accurate information so Hoffman Realty can service the management account properly.
- Review online or printed statements at least monthly and notify Hoffman Realty of any discrepancies found as soon as possible.
- If using electronic funds transfer (EFT), check statements monthly for accurate or missing deposits and notify Hoffman Realty if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat Hoffman Realty personnel with courtesy and notify Hoffman Realty principals if there are problems with Hoffman Realty personnel so they can be resolved quickly
- Visit the property periodically or watch the video property inspections sent to you, and if a landlord cannot perform this function, Hoffman Realty requests the landlord assign a third party to represent them in this capacity. Please note that all visits should be scheduled through your property management team.

Condominium and Homeowner's Associations

If your property is subject to a condominium or homeowner's association, it is very important that you provide Hoffman Realty with all the current rules, regulations, covenants and restrictions, and, if required, applications for tenancy to the Association. If you are unable to supply these please let us know. As a service to you, we attempt to obtain them for you (**we charge a \$35 administrative fee and our direct costs**).

Landlord's Property - Excluded Areas

When Hoffman Realty rents a landlord's property we assume that your tenant will have access to the entire premise in full. If this is not the case, because you want to exclude areas (such as sheds, attics or closets), we ask that you specifically notify us of these exclusions in writing.

Insurance

Landlords are responsible to maintain a current insurance policy for their property, with public liability insurance of not less than \$300,000, and to provide Hoffman Realty with proof of insurance and a copy of the declaration page. It is most cost effective to add this coverage to your property hazard insurance policy. Typically \$300,000 of liability insurance costs about \$50 a year when added to a hazard insurance policy.

We highly recommend that landlords review their property insurance with their agent annually and update it as needed. Here are some things to discuss with them:

- Do you have a Dwelling Policy (Landlord's Policy) as opposed to a Homeowner's Policy? A Dwelling Policy is usually less expensive than a Homeowner's Policy and can provide coverage for "lost rent" if your property is damaged and your tenant must move out.
- If your property is a condominium, do you have Condominium Owners/Dwelling Policy? These policies cover damage to the condominium from "the walls in", such as cabinets, flooring, air handlers, water heaters, window treatments, etc. Typically condominium master policies do not cover damage to the inside of your unit and many associations mandate that you to carry Condominium Owner's coverage.

Landlord Supplied Utilities

In any lease where the tenant(s) have use of the landlord's utilities and are responsible for all or part of the bill(s), we ask that the landlord pay the entire utility bill in a timely manner and forward copies of the utility bills to Hoffman Realty for reimbursement. Hoffman Realty will then collect payment from your tenant(s) or will deduct bills to the extent of funds available and issue receipts to the landlord.

Under no circumstances should a landlord cause directly or indirectly the termination of any utility services to landlord's property, as this is a serious violation of Florida Landlord Tenant Law. Hoffman Realty is not responsible for nonpayment or theft of any utility service by tenants.

Landlord Solvency

It is important that all bills and money due on your property are paid, current and not in any state of delinquency. At the start of our relationship we ask all our landlords to complete a Landlord Solvency statement to attest to such.

However situations change and we live in difficult economic times. If you are not able to keep payments current we respectfully request that you let Hoffman Realty know right away. Our legal counsel has cautioned us about the liability this situation creates for both you as a landlord and Hoffman Realty as your property manager. Your tenant has a right to peaceful quiet enjoyment of the rental property and may hold us both liable for any damages they suffer as a result. Your tenant may also have the right to break their lease agreement or to stay in the property and withhold rent. If you let us know the situation right away we may be able to propose a solution to minimize liability and retain your tenant and income.

Keys and Access Devices

The landlord is responsible to provide Hoffman Realty with four (4) full sets of keys for each door lock plus two (2) mail keys, garage door openers, gate cards and security passes. Alternatively, Hoffman Realty will obtain copies and bill the cost to your account.

THE SCOPE OF PROPERTY MANAGEMENT

What is included in Hoffman Realty Property Management services

We want you to know what Hoffman Realty does for you as your property management company. Therefore, Hoffman Realty has outlined details on our policies and procedures in following pages of this handbook. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

What Is Not Included In Hoffman Realty Property Management Services

Because Hoffman Realty provides Landlords with a very wide range of services, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request. In keeping with paragraph e) of Management Responsibilities of the Exclusive Rental Management Agreement, which states, “BROKER may assess an hourly fee for special services not specified in this agreement”, the following are examples of services not specified in the Property Management Service Agreement:

Landlord understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, modernization, fire or major damage restoration or rehabilitation requiring a permit from a General Contractor, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner’s Association meetings.*

** our vendors routinely pull permits as required by law, however Hoffman Realty cannot legally pull a permit. Any work requiring a GC license is beyond the scope of our normal services.*

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

COMPANY POLICIES

It is very important in the field of Property Management, that Hoffman Realty follows 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® and the Florida Associations of Residential Property Managers, FARPM. Additionally, we train all personnel by requiring them to read and follow the Hoffman Realty's Policy and Procedures Manual and Hoffman Realty's Employee Handbook.

Department of Real Estate Requirements

The Florida Real Estate Commission (**FREC**) requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Hoffman Realty requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a **Florida Real Estate license**.

Code of Ethics

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

Drug-Free Policy

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

Legislation

Hoffman 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 Hoffman Realty follows:

- Fair Housing (HUD) - Hoffman Realty supports and follows Fair Housing laws and guidelines; the Hoffman Realty office displays Fair Housing signage
- Equal Opportunity - Hoffman Realty is an Equal Opportunity employer; the Hoffman 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
- EPA – Environment Protection Agency
- Any other local or state legislation that may apply to a specific city.

Lead-Based Paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Hoffman 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 landlords. Tenants sign lead-based paint disclosures prior to renting a property and Hoffman Realty provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home* as published by The Environmental Protection Agency. Hoffman Realty then forwards the required disclosure for Landlord's signature.

Landlords and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property.

Mold Issues

Hoffman Realty regards mold issues as a top priority in property management. Landlords should be aware that mold is 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 Hoffman Realty takes action if a tenant reports mold. Hoffman Realty notifies Landlords as soon as practical of any mold issues so Hoffman Realty and/or the property landlords can take the proper steps.

ANSWERS REGARDING FUNDS

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

Banking

Hoffman Realty holds your account in an escrow account mandated by the state of **Florida**. Hoffman Realty accounts for each landlords' funds separately in the escrow account and does not co-mingle funds with broker monies, following **FREC** requirements. **FREC** requires that all accounts maintain a positive balance, so Hoffman Realty in turn requires each landlord to be responsible to fund all expenditures in advance of their becoming due. To better enable Hoffman Realty to pay expenditures as they become due, landlords' accounts have a required "Portfolio Minimum" or Landlord's Reserve account. Landlords can replenish these funds via check, electronic transfer or credit card. When a landlord is unable to fund an expenditure that Hoffman Realty is required to pay, Hoffman Realty will occasionally pay using company funds and assess a \$39 negative balance fee to the landlord's account.

Monthly Statements

All daily bookkeeping transactions are available for you to view **online** on our website. While online, you can print your statement and view a variety of reports. Hoffman Realty posts your monthly statement to your owner's portal. A printed monthly statement is available to Landlords upon request, usually on the 10th business-day of the month. If you have difficulty reading your monthly statement or logging into your Landlord's Portal, please contact your management team. We are happy to assist you and answer your questions.

Disbursement of Monthly Funds

Hoffman Realty generally disburses available rental funds to Landlords **electronically** usually on the 10th business-day of the month. Hoffman Realty cannot issue landlords funds unless there are sufficient funds in the landlords' account. Unless otherwise agreed, the funds "Due to Owner" are all monies over the Portfolio Minimum (Landlord's Reserve account) and any additional recurring or one-time monthly expenses.

Hoffman Realty distributes available landlords funds in two ways:

- Electronic Funds Transfer (EFT) initiated into a landlords' bank account on the 10th business day. An EFT Authorization form is available online at HoffmanRealty.com
- Company check mailed directly to the landlords on the 10th business day.
- Company check mailed to the landlord's bank account on the 10th business day.

End Of Year Procedures

At the end of each year, Hoffman 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 landlord's 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 Hoffman Realty with the necessary Social Security/Tax ID information so the 1099 is accurate. Hoffman 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 Landlord Change of Information form. If you need another change form, please contact us.

Hoffman Realty also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, Landlords do not have to issue 1099s for work completed and paid through the Hoffman Realty trust account. Landlords are responsible for issuing 1099s to any vendor paid through the landlord'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 Landlords personal account. Landlords can submit their last statement to their tax person along with other information for income tax reporting. Hoffman Realty does not issue statements to the landlord's tax preparers unless prior arrangements have been approved.

Billing Rights Summary

If you think your bill is wrong, or if you need more information about a transaction on your bill, contact us in writing as soon as possible. You can write to us at the physical address, write to us through your Landlord's Portal, or email us at the address shown on your statement. We must hear from you no later than 60 days after we sent you the FIRST bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

*Your name and managed property address. *The dollar amount of the suspected error, and
*Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

This is a summary of your rights under the Federal Fair Credit Billing Rights, which governs all of our practices.

IRS Withholding Tax:

If the landlord is a US citizen they must provide Hoffman Realty with a Tax ID number on a W-9 to be exempt from 30% IRS withholding tax.

Non US citizens must provide a signed form W-8ECI with their ITIN number to be exempt from 30% IRS withholding tax. Non US citizens are advised to seek the advice of an accountant before signing IRS form W-8ECI which states that the signer is exempt from US back-up withholding because their rental property is a business.

If Hoffman Realty is required to collect IRS withholding tax from the landlord, landlord agrees to pay Hoffman Realty a fee of \$250, paid annually in advance. This fee is due only if Hoffman Realty is required to collect and submit monthly withholding taxes to the IRS and submit annual 1042 tax return(s) on behalf of the landlord.

RENTING YOUR PROPERTY

Preparing to rent the property

When prospective tenants view your vacancy, Hoffman Realty wants the property to look its best and compete with area rentals. An Annual Property Review (APR) report and rental market survey is completed. Hoffman Realty's management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are "for rent" in the same area, it can make it easier to rent the property. Markets change and Hoffman Realty advises Landlords on the "current rental market."

How long will the property be vacant?

This is the most commonly asked question Hoffman Realty receives from landlords. There is no way to predict how long a property will remain on the market, even in the best market conditions. However, Hoffman Realty works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have "a quality tenant".

Hoffman Realty, or any other property management company, can rent properties "quickly" if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the "right tenant" is worth the additional time it can take to rent the property.

ADVERTISING/MARKETING

Internet and Website

Hoffman Realty has found that our Internet marketing campaign receives tremendous exposure for your property. We routinely market our listings on Rentals.com; HotPads.com; CraigsList; AHRN.com, Realtor.com, Homes.com and a host of other popular websites. Additionally we also market your listing using the **Multiple Listing Service (MLS)**.

Inter-Office Marketing

As a member of the Mid-Florida Regional MLS, Hoffman Realty works closely with many leasing agents. When calling, prospective tenants quickly receive all the information, including when and how they can see a property. With the co-operation of so many agents, your property will receive maximum exposure!

Signage

Hoffman Realty displays "For Rent" signs prominently where permitted. Signs promote calls to our office, but they also direct people to our website where they can learn all about your property.

Video Tours

Hoffman Realty has pioneered a ground-breaking development in the real estate rental market by actually filming a 2-5 minute showing of your property, and making this video available in our advertising. Be sure to ask to have your property filmed!

Showings and applications

The Hoffman Realty property managers and leasing agents conduct showings for each vacant unit. We arrange showing times for your property in advance through our voice messaging system, and appointments by contacting the Hoffman Realty office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the Hoffman Realty office, at the property showings, and on the Hoffman Realty website. Tenants can also apply to rent a property ONLINE on our website. We also conduct a Vacancy Review frequently to make sure your property shows well.

PROCESSING TENANT APPLICATIONS

Tenant screening

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

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all four areas – credit, tenant history, criminal background and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet.

Due to laws, which may affect disclosure of private and credit information, the landlord will not be provided with the tenant's credit report and/or application unless specifically authorized in writing by the tenant and the provider of the credit report.

Cosigners / Lease Guarantors

Hoffman Realty normally does not accept cosigners or lease guarantors. Hoffman Realty policy is that the applicants should have the ability to rent on their own merits. However, sometimes there are conditions that may warrant taking a cosigner or lease guarantor on a property.

Pets

Statistics show that more than half of all tenants have pets. By excluding pets from their property, a landlord will substantially reduce the available number of tenants – which can prolong vacancy time! As such, Hoffman Realty policy is to allow pets at all properties unless specific written instructions to the contrary are provided.

Hoffman Realty does not use the term “pet deposit.” By avoiding this terminology, Hoffman Realty can use the amount of the entire security deposit when there is animal/pet damage.

Many tenants have or want pets. It is legal for Landlords to discriminate against pets and you may wish to do so. However, whether you have or have not decided to allow a pet in your property, Hoffman Realty's application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. Hoffman Realty does not place inappropriate pets in a property.

Hoffman Realty recommends to Landlords that when the property is on the market, that pets are “negotiable.” This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Many condominium and homeowner's associations have rules governing pets. If your association has such a policy please provide us a written copy of the pet policy.

Service animals

Special note: “Service animals” for handicapped/disabled persons are NOT pets by Federal law, and Landlords cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow Landlords or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are handicapped or disabled 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, handicapped or not.

Condominium and Homeowner's Associations

Many condominium and homeowner's associations require prospective tenants to complete a separate application and be approved by the association prior to allowing a tenancy. Additionally they may have other policies that apply to a tenancy (pet restrictions, parking, etc.). If your Association has such policies it is very important that you inform us and supply copies of the association policies and applications. In the event a landlord does not inform Hoffman Realty that a tenant application is required, or of other association policies, and we place a tenant in violation of these policies, Hoffman Realty will not accept any liability.

Hoffman Realty forwards copies of association applications to prospective tenants so they can obtain approval from you association. We will also forward your tenant(s) copies of your association's rules and regulations you have supplied us so they are fully informed of community policies.

THE TENANT MOVE IN

Rent and security deposits

Once approved, all applicants must pay the security deposit, in certified funds. Typically the Security Deposit is equal to the monthly rent, although we may request and collect a higher amount based on the results of our tenant screening. Hoffman Realty does not allow “payments” on security deposits – we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Prior to occupancy Hoffman Realty collects the first month’s rent, in certified funds or verifies that funds have cleared prior to issuing possession to a tenant.

If a tenants begins their tenancy other than on the 1st day of the month, we will prorated the second month’s rent, depending on the number on days the tenant had occupancy the first month.

Rental/lease agreements

Once Hoffman Realty receives the security deposit, a thorough rental/lease agreement is prepared by an attorney for the applicant(s) to sign. Unless you direct us otherwise in writing, Hoffman Realty executes the lease on behalf of the Landlord. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter at their expense, of legal age for signing the rental/lease agreements. Hoffman Realty will automatically pursue lease renewals unless the landlord notifies us in writing not to do so. Renewal fees are due for each written lease renewal or monthly tenancy beyond the initial lease term.

In the State of Florida, real estate agents are not allowed, by law, to draft a lease, therefore, there will be a charge to the landlord of \$50.00 for attorney's fees to prepare the lease. For subsequent lease renewals with the same tenant, the fee is \$40.

Video Documentation

A vital part of the tenancy is a detailed video taken before each tenancy, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the Hoffman Realty team completes the video before the tenant takes possession of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund or claim..

Resident’s Handbook

Tenants immediately receive the *“Hoffman Realty Resident’s Handbook.”* This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant education and preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the *“Hoffman Realty Resident’s Handbook.”* Hoffman Realty wants well informed Landlords and tenants.

Furnished Property

If your property is furnished, please provide us a current copy of the furnishings inventory. It is the landlord's responsibility to keep the inventory current.

Alternatively Hoffman Realty can provide an inventory. The current cost is \$75.00. The fee includes a DVD video of the property and its contents).

WORKING WITH YOUR TENANTS

Collecting rent

Rents are due on the **first** day of the month and late if not received in the Hoffman Realty office by the **first** of the month.

Hoffman 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. To encourage timely payments Hoffman Realty enables Tenants to pay their rent ONLINE on our website, and can use all major credit cards. Hoffman Realty also can automatically draft rental funds from the Tenants bank account each month. Timely paid rents are distributed to landlords by the 10th business day of the month.

Notice to pay or quit

If Hoffman Realty does not receive rent by the due date, Hoffman Realty prepares and delivers a 3-day eviction notice to pay or quit, as the law allows. Hoffman Realty makes every effort to mail and post notices properly should legal action be required. If Hoffman Realty determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, Hoffman Realty contacts the landlord and works out a plan of action.

Other notices

There are other notices that may be involved with tenants. Hoffman Realty serves notices as situations warrant, such as a notice to clean up the landscape, HOA violations, 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 letter or a legal notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, Hoffman Realty contacts the landlords with the information to discuss the situation.

Tenant problems

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

Our company policy is to take a “what if” approach. Hoffman Realty documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what Hoffman Realty recognizes and works to prevent legal issues from arising.

Legal action – Institution of Eviction

Unfortunately, evictions can happen to any landlord no matter how well a tenant is screened. Circumstances change in people’s lives and they are not able to pay the rent. This is especially true when people lose their job, get a divorce or have a serious injury. When a tenant cannot afford to pay the rent they also find it difficult to move, requiring the landlord to go through the costly procedure of evicting the tenant.

Hoffman Realty’s current policy for determining when to file an eviction is to file an eviction when a tenant is past due more than 50% of a month’s rent and is at least 15 days late. If a tenant does not pay the final month’s rent due per the terms of their lease, Hoffman Realty will evaluate tenant’s

performance history and the dollar amount of their security deposit when deciding whether to file an eviction.

Florida Law requires any institution of eviction or damage proceedings against a tenant, through the courts, be taken by:

- The landlord individually, or
- An attorney.

Hoffman Realty is not allowed to file an eviction. Therefore, with the Landlord's permission, Hoffman Realty will hire a reputable attorney to perform the eviction. The costs and Attorneys Fees to evict a tenant or otherwise must be paid by the landlord to Hoffman Realty in advance.

In the event a tenant vacates voluntarily or involuntarily owing rent monies due under the terms of the lease or any renewals, and, if these monies are collected in whole or part in the future, landlord agrees that Hoffman Realty is entitled to a commission on any monies received in the percentage as set forth in the Management Agreement and agrees to remit them to Hoffman Realty.

Eviction Protection Program - Optional

The current economic slowdown has created a drastic increase in the number of evictions filed in Florida courts. To make matters worse, in 2008 the Florida legislature increased the court eviction filing fees by almost \$200! With this recent increase, we are now charging almost \$700 for an attorney filed uncontested eviction.

At Hoffman Realty, we protect our landlord clients from the high costs of an eviction. **For a small monthly fee of \$15 per unit, this, optional, Eviction Protection Program will cover the cost of almost all evictions.** This could save you up to \$700.00.

The only cost of the eviction that is not covered is; a jury trial, or when a tenant is awarded legal fees, or if a tenant contests an eviction and the judge awards a hearing. (Since 1988 we have never had to go through a jury trial or had a judge award a tenant legal fees! If that happens we will let you know and try to negotiate a favorable settlement in your behalf.)

In the event any Renter procured by Hoffman Realty under any lease shall default in the payment of rent or shall hold over in possession for longer than the lease term stated in any such lease, Hoffman Realty shall have the right and sole discretion to institute legal proceedings for eviction, unlawful detainer or other civil action against such Renter, and all other persons occupying the property, in Landlord's name, place and stead. Included in this agreement is Hoffman Realty Standard Eviction Protection: Up to \$700.00 in the aggregate for all Notice And Appearance Fees, attorney fees and legal costs to file a Count I eviction for possession only; except that Hoffman Realty shall not be responsible for any such costs or fees in the event either (a) that such Renter shall demand jury trial, or (b) that such Renter shall make a counterclaim against Landlord.

Any recovery by Landlord of attorney fees, unpaid rent, damages or other charges or expenses shall be paid to Hoffman Realty. The foregoing Eviction Protection shall only be valid while a management agreement is in effect and while the property is being actively marketed for re-lease by Hoffman Realty. Landlord represents and agrees (a) that this clause contains the complete and entire agreement of the parties regarding the Eviction Protection being provided by Hoffman Realty, (b) that Landlord shall fully cooperate in the institution, prosecution and collection of any such litigation; (c) that this Eviction Protection plan is not an indemnity or insurance contract of any kind; (d) that Landlord waives any claims against Hoffman Realty in the event Hoffman Realty, for any reason, decides not to file such litigation; and (e) that Landlord fully and clearly understands the terms and legal effect of this provision.

MAINTENANCE

Preventative Maintenance

The best approach to maintenance is “preventative maintenance,” and this is Hoffman Realty’s policy.

First, Hoffman Realty has already started with educating the tenant by:

- Completing a detailed Residential Lease, which includes a thorough outline of what are tenant responsibilities regarding maintenance as well as landlords obligations
- Completing a move in video documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “*Hoffman Realty Resident’s Handbook*,” which provides additional instructions on the care of the property and how to report maintenance issues.

We want the tenant to know from the beginning of their tenancy that the Hoffman Realty / 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, caulking, grouting 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 issue 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 landlords 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.

Landlord’s Reserve

In order to maintain your property we ask that you maintain a **Landlord’s Reserve account of \$500**. The Landlord’s Reserve is your money that we hold in your account so we have funds on hand to pay for repairs and other property or management expenses. Your Landlord’s Maintenance Reserve is critically important if emergency repairs are required to your property. With funds in your Landlord’s Reserve we are able to immediately dispatch vendors to repair and protect your property, rather than waiting for you to send us funds before we can take action. When we first start managing your property you can send us a check to fund your Landlord’s Reserve, or, alternatively, we can fund your Landlord’s Maintenance Reserve out of rents received from your tenant. When your Landlord’s Reserve account falls below \$500 it is replenished from the rents received.

Over the years as fuel costs and inflation rise, Hoffman Realty reserves the right to adjust the Landlord’s Reserve account minimum as needed to properly maintain a Landlord’s property.

Hoffman Realty’s management team will contact Landlords regarding maintenance above the Landlord’s Reserve amount of \$500, unless the situation is an emergency. Our management team will

frequently communicate repair information to a landlord for items that are below the minimum cost as well!

Service Contracts

We are happy to order service through landlord's Service Contracts or Warranties vendors. Please supply Hoffman Realty copies of these contracts along with instructions on how to place a service order. If we do not receive copies of Warranties or Service Contracts we will assume none exist. If you are considering paying for a Service Contracts or Warranty for your property, please contact us first so we can share our experience of different contracts and vendors.

Overseeing Maintenance

Although not always taken, Hoffman Realty reserves the right to charge a customer service fee to cover the cost of arranging for, coordinating and inspecting repairs, maintenance and cleaning. Typically we charge a fee of **10% of the invoice with a minimum of \$5 and a maximum of \$50.**

Vacancy Maintenance Program

Once a property has been cleaned and placed on the market for rent, experience has shown that it needs to be 'freshened up' every two weeks. Hoffman Realty offers a Vacancy Maintenance Program that includes sending a Service Tech to the property to perform light cleaning, pick up newspapers, change air fresheners, remove any light debris or weeds etc. **This optional service is available at a cost of \$25 per visit plus any materials used.**

Emergencies/Disaster

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

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

Hurricanes and Shutters

After three tropical storms in one year (2004), Hoffman Realty is very adept at storm response!

We have moved our property management database system and website portals out of Florida so they are available if there is a disaster. Our backup system includes using wireless Internet service to enable us to communicate with landlords, tenants and vendors through our "out-of-state" website portals.

Hurricanes watches and warnings frequently afford Floridians no more than 48 hours to secure their homes. With a limited staff and hundreds of homes under management, **Hoffman Realty is unable to guarantee hurricane preparation assistance to any landlord.** While some tenants may be able to shutter a home, many may not. Landlords are advised to make provisions to secure their own properties, possibly with a local friend, neighbor or relative.

While Hoffman Realty is unable to guarantee ANY landlords that their property will be secured, our preparation routines generally include securing homes in order of the following priority:

1. Vacant homes with automated or accordion type shutters installed
2. One story homes with removable shutters
3. Two story homes with removable shutters
4. Occupied units with tenants who request assistance

Due to obvious time constraints, Hoffman Realty will not always be able to honor last minute requests to direct vendors to purchase or install plywood at a property.

Neither Hoffman Realty nor Hoffman Realty's vendors assumes any liability for the performance of any shutters or plywood!

Shutters will be taken down when time permits, and generally only AFTER all emergency issues have been resolved at all of our managed properties.

Frequently several of Hoffman Realty's vendors will assist in shuttering properties, including carpet cleaning vendors, painters and the like. For this reason, labor rates for shutter installation and removal often vary depending on which vendor performs the work. Hoffman Realty cannot assure Landlords, which vendors are available to do the work and therefore Hoffman Realty cannot guarantee pricing for shuttering!

The key to hurricane preparedness is addressing your shuttering concerns yourself, well in advance of any storm. Accordion shutter tracks should be cleaned and lubricated frequently, and the landlords are encouraged to attend to this, or request Hoffman Realty perform it during the annual property review (APR).

Should any act of God such as a hurricane occur, Hoffman Realty will continue managing the property while landlords and insurance company return property to tenable condition, and all management fees remain due and payable to Hoffman Realty while property is untenable.

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 Hoffman Realty moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, video and *Hoffman Realty Resident's Handbook*. These documents gave instructions to the tenant on how to move out.

Communication with landlords and tenants

Hoffman Realty notifies the landlords when a tenant gives notice to vacate. Landlords can assume that Hoffman Realty will automatically proceed with re-renting the property. Hoffman Realty immediately places the property on the market to rent unless the landlord notifies Hoffman Realty in writing to take other measures.

Hoffman Realty also responds to the tenant notice with information detailing the steps 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 video

Hoffman Realty conducts a move out video similar to the one performed when the tenant moved into the property. Hoffman Realty records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs and videos taken when the tenant move out are compared to move in media to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move out, Hoffman Realty advises Landlords of any tenant damages or any maintenance required to re-rent the property.

Security deposit refunds

Oftentimes we hear landlords say, "Did you collect my security deposit"? It is important to know that the security deposit does not belong to a landlord unless and until a successful claim is imposed against the deposit at the end of a tenancy.

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit claim is prepared in accordance with Florida laws. The Florida Landlord Tenant Laws (F.S. 83) gives no leniency whatsoever to the landlord or property manager who fails to make a claim or a timely claim. We must be able to prove that we sent the security deposit claim notice by certified mail; therefore we send all security deposit claims and refunds by certified mail with return receipt.

Collections

Once a tenant vacates the property, Hoffman Realty's rent collection efforts will conclude with the preparation of a final statement of claim sent to the last known address of the tenant. Hoffman Realty's contractual management service does not include debt collection after a tenant vacates the leased premises. Within 30 days after a tenancy ends, Landlords can request the collection account be sent to companies with expertise in debt collection, and Hoffman Realty will supply consumer collection companies with the necessary documentation needed to collect.

ADDITIONAL SERVICES

The following are “additional services” offered by Hoffman Realty to each property landlord. 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 Tampa? If so, we have a favor to ask of you. There are really two sources of new clients and customers for companies like us. One is to find people cold--that means we don't know them and they don't know us. The second--and better--source of new clients is referrals from satisfied clients and customers. So if you would, please let us know about any referrals you can let us have, anyone who is even thinking about having their property professionally managed. It would be our pleasure to help them with your recommendation.

Additionally, **Hoffman Realty pays a \$50 referral fee** upon signing up a new property, so send other property Landlords to us!

Annual Property Review (APR) - Optional

Hoffman Realty maintains properties as part of our property management services. The Annual Property Review (APR) goes beyond overseeing normal maintenance. A Hoffman Realty representative performs the APR, and the purpose is to provide each landlord of each investment property a complete cosmetic property condition review each year in order to perform necessary or preventative maintenance. This APR will include a narrated video or photos and recommendations regarding upkeep, maintenance and repair.

The most important purposes of this annual property review:

- 1) Review how the tenant is complying with the terms of the lease agreement with regard to physical care of the property. Perhaps repairs need to be made and charged back to the tenant.
- 2) Determine any violation by tenants with regard to:
 - a) Pets
 - b) Additional people residing in property
 - c) Yard maintenance
 - d) Excessive trash in yards or property
- 3) Identify and correct any noticeable safety issues, which present potential liability for you, the property owner.
- 4) Identify necessary maintenance/repairs not considered priority and handle through normal work order procedures. These areas include:
 - a) Tenant requests for repairs
 - b) Plumbing repairs or water damage
 - c) Electrical repairs
 - d) Carpeting or flooring repairs
 - e) Caulking repairs
 - f) Other items as noted on annual property condition review
- 5) Identify any potential capital improvement recommendations that the property owner will need for future consideration. This could include replacement of old and/or defective:
 - a) Carpets
 - b) Appliances
 - c) Plumbing fixtures
 - d) Heating and air conditioning
 - e) Other floor coverings
 - f) Cosmetic improvements

As you can see, the annual property condition review provides our landlord a much larger overview of your investment property than just maintenance and repair. **The annual fee of \$125 per property review will be charged to your statement for this report.** This fee does not cover all of our costs

to complete the report (including fuel). We feel this is a valuable added service that Hoffman Realty provides to all of our property owners.

The APR is generally scheduled 60-90 days prior to every lease anniversary date, to afford Hoffman Realty and the landlords the opportunity to evaluate the condition of the property before a lease renewal is negotiated. **Hoffman Realty notifies all Landlords in writing before scheduling an APR, and a landlord may opt out of this inspection by providing Hoffman Realty written notice not to proceed with an APR.**

Supervision of extraordinary maintenance

Although not always taken, Hoffman Realty reserves the right to charge an hourly fee for supervising work requiring extraordinary maintenance. The definition of extraordinary maintenance is as follows:

Hoffman Realty defines extraordinary maintenance as rehabilitation work that exceeds \$5,000.00 for insurance claims, and major systems replacements. (Examples include major tree work, vandalism, insurance claims, etc.)

The Hoffman Realty policy is to consult licensed contractors for bids and solutions. Then Hoffman Realty contacts our landlord for authorization and/or decision regarding the maintenance.

Housing Assistance and Voucher Program Liaison Fees

Housing assistance programs such as, but not limited to, the Section 8 Housing Choice Voucher Program may require Hoffman Realty to visit a landlord's property for the purposes of meeting representatives of the public housing agencies, city, county, state or federal governments, officials of charitable institutions, utility companies, inspection companies, insurance companies, public safety personnel, legal representatives, contractors; and other personnel for or on behalf of the landlord. If we determine that such visits are required, Hoffman Realty will charge a Housing Assistance and Voucher Program Liaison Fee for each visit to the Property, and for each visit by to the places of business of any of the aforementioned representatives for or on behalf of our landlord. The current Housing Assistance and Voucher Program Liaison Fee is \$35.

Real Estate services

The Hoffman Realty's Sales Division 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 Hoffman Realty to satisfy your management needs and engage in a successful business relationship, but some things do change over time. Landlords sell properties; people give notices. If this happens, the Hoffman Realty cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- Landlords are advised that lease renewals are frequently negotiated with tenants during the 10th month of a lease, and cancellations of the management contract may be subject to any lease renewal! For this reason, Landlords are advised to give written notice of cancellation at least 90 days prior to lease renewal!
- Hoffman Realty's policy is to give cancellation of management by certified US Mail.
- If a landlord sends a cancellation of management by certified US mail, Hoffman Realty must receive the notice within three business days of the date of the notice.
- Hoffman Realty does not accept cancellation of management by email due to lack of signatures.
- Hoffman Realty does accept fax cancellations.

Notice to current tenants

- Hoffman Realty will notify current tenants the date Hoffman Realty will no longer manage the property and that Hoffman Realty forwards all security deposits to the landlords.
- It is the landlord's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of documents

- Hoffman Realty will supply current tenant documentation to the landlords.
- If the landlord has employed new management, it is the landlord's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the Hoffman Realty office.

Final distribution of funds

- Hoffman Realty will distribute funds, including security deposits, and final statements to the landlords within forty-five days of the terminating date of management, as agreed in the management contract. Landlord will be required to sign a General Release Form and return it to Hoffman Realty before final distribution of funds can be made.
- Hoffman 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 *Hoffman Realty Landlord Handbook* informative and useful. If so, please inform your management team. If you feel there is any other information Hoffman Realty can provide, let us know so we can include it in the future. A reminder – do not forget to fill out the necessary Hoffman Realty forms and use the others when needed in the future. Call Hoffman Realty at any time or go to our website at HoffmanRealty.com when you need any forms.

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

Hoffman Realty.

Dedicated to Your Successes