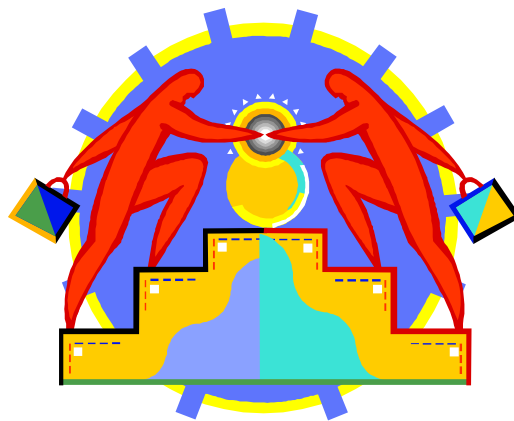


# ALPHA

REAL ESTATE

## OWNER HANDBOOK



## Table of Contents

Table of Contents.....	2
Welcome.....	4
Owner Documents .....	5
Alpha Real Estate, Inc.....	6
Alpha Real Estate, Inc. mission statement.....	6
Alpha Real Estate, Inc. principal.....	6
Alpha Real Estate, Inc. Communication .....	6
Company communication .....	6
Alpha Real Estate, Inc. website .....	6
General office information.....	7
Address information.....	7
Communication .....	7
Office Hours .....	7
Emergencies .....	7
Teams and contact information .....	7
Alpha Real Estate, Inc. staff/personnel.....	7
Owner communication .....	7
Email .....	8
Owner vacation notice .....	8
Owner Responsibilities.....	8
The Scope of Property Management.....	9
What is included in Alpha Real Estate, Inc. Property Management services.....	9
What is not included in Alpha Real Estate, Inc. Property Management services.....	9
Company Policies .....	9
Real Estate Commission requirements.....	9
Code of ethics .....	9
Drug-free policy .....	10
Handling Complaints .....	10
Legislation .....	10
Lead-based paint.....	10
Mold issues .....	10
Selling the property.....	11
Answers Regarding Funds .....	12
Owners' First Funding .....	12
Banking .....	12
Monthly statements .....	12
Disbursement of monthly funds .....	12
End of year procedures .....	12
Renting Your Property.....	13
Preparing to rent the property.....	13
Setting the rent.....	13
How long will the property be vacant? .....	13
Advertising/Marketing.....	13
Internet/website .....	13
Publications/newspapers .....	14
Signage .....	14
Viewings/Showings.....	14
Processing Tenant Applications .....	14
Tenant screening.....	14
Pets.....	14
Service, Emotional Support and Comfort Animals .....	15

The Tenant Move In.....	15
Rent and security deposits .....	15
Rental/lease agreements.....	15
Walk-through.....	16
Tenant Manual .....	16
Working with Your Tenants .....	16
Collecting rent .....	16
Notice to pay or quit.....	16
Other notices .....	16
Tenant fees .....	16
Tenant problems .....	16
Legal action.....	17
Maintenance .....	17
Preventative maintenance .....	17
Standard Maintenance .....	18
Emergencies/Disaster .....	18
Owner Handled Maintenance .....	18
Home Warranties .....	18
Fuel Policy.....	18
When the Tenant Vacates.....	19
Notice to vacate.....	19
Communication with owners and tenants .....	19
Tenant move out .....	19
Security deposit refunds .....	19
Collections.....	19
Additional Services .....	20
Referrals.....	20
Annual Walk Through .....	20
Supervision of extraordinary maintenance.....	20
Real Estate services.....	20
Company Disclosure .....	20
Cancellation of Management.....	20
Written notice .....	20
Coterminous.....	21
Cancellation during the term of the agreement .....	21
Current fee schedule.....	23



---

## Welcome

Thank you for choosing Alpha Real Estate, Inc. 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.

Alpha Real Estate, Inc. works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Alpha Real Estate, Inc. Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

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

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



---

## Owner Documents

A copy of your management agreement is included with the *Alpha Real Estate, Inc. Owner Manual*. Refer to it as needed and keep it with this information for a handy reference.

It is important that Alpha Real Estate, Inc. receive all critical information as we begin management. You may have completed the documents listed below. If not, we need you to fill out and return the following documents. Please return the appropriate forms.

### **Owner Information**

This information enables Alpha Real Estate, Inc. to set up your account.

### **Electronic Banking Authorization – ACH form**

This form enables Alpha Real Estate, Inc. to send your funds directly to your bank. You may use this form in the future should your information change.

### **Utility Authorization**

This form enables Alpha Real Estate, Inc. to set up service, make payments and obtain information from the utility company when needed. Please send this directly to the utility company and forward a copy of your request to Alpha Real Estate..

### **Insurance Authorization**

This form requests the insurance company issue a copy of your property insurance to Alpha Real Estate, Inc. and that they name Alpha Real Estate, Inc. as “additional insured” on your policy. Please send this directly to the insurance company and forward a copy of your request to Alpha Real Estate, Inc..

As your management continues, information can change. We have included several forms for your convenience.

### **Change of Owner Information**

Notify Alpha Real Estate, Inc. of any important change when it happens – address, telephone, fax, email, etc.

### **Owner Work Request/Authorization**

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

### **Owner Vacation Notice**

This is for notifying Alpha Real Estate, Inc. when you will be unavailable for more than two weeks so that Alpha Real Estate, Inc. is prepared in the event of an emergency.

**The Owner is advised to be familiar with Landlord Tenant Laws & the Tenant Security Deposit Act.** <http://www.ncdoj.com/files/consumer/landlord-tenant-booklet.aspx>

[http://www.ncleg.net/EnactedLegislation/Statutes/PDF/ByArticle/Chapter\\_42/Article\\_6.pdf](http://www.ncleg.net/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_42/Article_6.pdf)

## Alpha Real Estate, Inc.

Alpha Real Estate, Inc. is a corporation operating in Buncombe County, NC, specializing in full-service property management and investment real estate sales and leasing. We are members of The Land of the Sky Association of Realtors®, NC Association of Realtors®, National Association of Realtors®, Charlotte Chapter of the National Association of Residential Property Managers and the NC Realtors® Multiple Listing Service (MLS). The company has been operating since 2003, and is actively involved in the community.

ARE is an abbreviation used in lieu of the full company name, Alpha Real Estate, Inc., and will be used throughout the *Alpha Real Estate, Inc. Owner Manual*.

### **Alpha Real Estate, Inc. mission statement**

The mission of Alpha Real Estate, Inc. is to provide quality service in property management and real estate sales in Western North Carolina, demonstrating integrity and professionalism.

### **Alpha Real Estate, Inc. principal**

The owner/principal of Alpha Real Estate, Inc. is Kimberly Evans. She is the Broker in Charge of Alpha Real Estate, Inc. and has over 30 years of experience in the real estate industry. Kimberly Evans provides the guidance and direction of Alpha Real Estate, Inc. She personally oversees all operations, policies and procedures, and is committed to excellent service.

## Alpha Real Estate, Inc. Communication

Communication is a key to the success in any relationship and the Alpha Real Estate/Owner relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyer, sellers, and the public. ARE's policy is that all communication is returned by close of business the next business day.

### **Company communication**

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

Alpha Real Estate, Inc. personnel communicate by:

- Email
- Telephone
- Fax
- Written correspondence

### **Alpha Real Estate, Inc. website**

Alpha Real Estate, Inc. stays current with business technology. The Alpha Real Estate, Inc. website, [www.Alpha-Real-Estate.com](http://www.Alpha-Real-Estate.com), has proved to be a tremendous asset. Here are a few of the benefits for clients on the Alpha Real Estate, Inc. website:

- Prospective tenants can search our site for available rentals and download our application.
- Tenants can access important information, such as a work order request, or send Alpha Real Estate, Inc. an email from the site

## General office information

Alpha Real Estate, Inc. General Information	
<b>Address information</b>	
Mailing address	<b>65 Charlotte Street Asheville, NC 28801</b>
Street address	<b>65 Charlotte Street Asheville, NC 28801</b>
<b>Communication</b>	
Office #	<b>828-251-9966</b>
FAX #	<b>828-255-8166</b>
Email Kimberly Evans	<b>Kimberly@alpha-real-estate.com</b>
Email Al Sartorelli	<b>info@alpha-real-estate.com</b>
Email Beth Shoemaker	<b>books@alpha-real-estate.com</b>
Website	<b>www.Alpha-Real-Estate.com</b>
<b>Office Hours</b>	
	Monday – Friday <b>9 am – 5 pm</b>
	Saturday <b>Closed</b>
	Sunday <b>Closed</b>
	Holidays <b>Closed</b>
<b>Emergencies</b>	
	<b>Call office choose extension 4#</b>

## Teams and contact information

### Alpha Real Estate, Inc. staff/personnel

We have a complete staff to assist you. ARE has found that "Teamwork" is effective for servicing resident's needs. Together Everyone Achieves More. There is a convenient chart of our personnel and their contact information below.

Position	Name	Email
Broker In Charge	<b>Kimberly Evans</b>	<b>Kimberly@alpha-real-estate.com</b>
Property Manager	<b>Al Sartorelli</b>	<b>info@alpha-real-estate.com</b>
Bookkeeper	<b>Beth Shoemaker</b>	<b>books@alpha-real-estate.com</b>

## 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. Alpha Real Estate, Inc. 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 Owner Information” form with this manual that is easy to use.

### **Email**

Alpha Real Estate, Inc. encourages all owners to use email to contact us. It is our default method of communication as it is fast, effective and leaves a paper trail. Please supply us with your email address on all the Alpha Real Estate, Inc. forms. We will enter your email address in our database. If you do not wish for email to be the primary method of communication it is your responsibility to notify us of your preferred method of communication.

**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 in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

### **Owner vacation notice**

Alpha Real Estate, Inc. respectfully requests that owners notify Alpha Real Estate, Inc. of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so Alpha Real Estate, Inc. is prepared in the event of an emergency repair or major problem concerning the owner’s property and/or tenant. A convenient Vacation Notification Form is included with this manual.

## **Owner Responsibilities**

A successful business relationship works both ways. Alpha Real Estate, Inc. takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- To complete the Rental Property Information Form.
- Notify Alpha Real Estate, Inc. of any ownership change or eminent owner change for the managed property including foreclosure and bankruptcy.
- Supply Alpha Real Estate, Inc. with accurate information so Alpha Real Estate, Inc. can service the management account properly.
- Review statements monthly and notify Alpha Real Estate, Inc. of any discrepancies found as soon as possible or no later than 90 days.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current landlord insurance policy and add ARE as an additional insured.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Be responsible for all cost associated with the property.
- Treat Alpha Real Estate, Inc. personnel with courtesy and notify Kimberly Evans if there are problems with Alpha Real Estate, Inc. personnel so they can be resolved quickly
- Visit the property periodically and if an owner cannot perform this function, Alpha Real Estate, Inc. requests the owner assign a third party to represent this in this capacity.
- Notify ARE 90 days prior to the expiration of the lease if they don’t wish for ARE to re-rent the property.



## The Scope of Property Management

### **What is included in Alpha Real Estate, Inc. Property Management services**

We want you to know what Alpha Real Estate, Inc. does for you as your property management company. Therefore, Alpha Real Estate, Inc. has outlined details on our policies and procedures in future pages of this information. 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 us.

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 Alpha Real Estate, Inc. Property Management services**

Because Alpha Real Estate, Inc. provides owners with full service, 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:

*Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, preparing property for sale or refinancing, assisting an outside broker with listing or selling the property including market analysis or dealing with the tenant, maintaining or inventorying personal property, modernization, fire or major damage restoration, rehabilitation, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, accompanying owner on walk throughs or attending Homeowner Association meetings.*

## Company Policies

It is very important in the field of Property Management, that Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. Property Management Policy and Procedures Manual and Alpha Real Estate, Inc. Employee Manual.

### **Real Estate Commission requirements**

The North Carolina Real Estate Commission requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Alpha Real Estate, Inc. requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a North Carolina Real Estate license. Rental Coordinators and/or Rental Managers may or may not have a North Carolina Real Estate license. Unlicensed personnel are limited in their scope of duties.

### **Code of ethics**

Alpha Real Estate, Inc. follows the Code of Ethics outlined by both the National Association of Residential Property Managers (NARPM) and the National Association of Realtors® (NAR®). Alpha Real Estate, Inc. considers this a top priority in conducting business, and is required of all Alpha Real Estate, Inc. personnel.

### **Drug-free policy**

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

### **Handling Complaints**

Alpha Real Estate, Inc. handles complaints from owners, tenants, neighbors, vendors and the general public in a timely fashion. ARE will notify owner only if the complaint is significant and/or relevant to owner. If owner has a complaint they should notify the appropriate party at ARE in a timely fashion. Should owner not be satisfied then owner shall direct the complaint to Kimberly Evans and give her the opportunity to make it right. If the parties are unable to resolve the issue then an effort to dissolve the relationship in a friendly manner shall ensue.

### **Legislation**

Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. follows:

- Fair Housing (HUD) - Alpha Real Estate, Inc. supports and follows Fair Housing laws and guidelines; the Alpha Real Estate, Inc. office displays Fair Housing signage
- Equal Opportunity - Alpha Real Estate, Inc. is an Equal Opportunity employer; the Alpha Real Estate, Inc. office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- FTC – Fair Trade Commission
- EPA – Environment Protection Agency
- City of Asheville Housing Authority

### **Lead-based paint**

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. 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**

Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. takes action if a tenant reports mold. Alpha Real Estate, Inc. notifies owners as soon as practical of any mold issues so Alpha Real Estate, Inc. and/or the property owner can take the proper steps.

## **Selling the property**

The first step is to notify ARE that you would like to sell the property. Remember that ARE has an exclusive right to sell to the tenant or anyone introduced to the property by the tenant or ARE. We will then contact the current tenant to see if they have an interest in purchasing. If so we will handle the transaction and if there is no other agent involved will charge 4%, if another agent is involved the fee will be 6% of the sales price. If you list the property for sale with another broker prior to contacting ARE you may be responsible for paying commission to more than one party.

Alpha Real Estate, Inc.'s policy is that the owner may place the property on the market for the last 30 days of the lease or at any time if the lease is month to month. ARE recognizes that there may be situations where it is in the owner's best interest to place the property on the market for sale during the term of the lease. Such incidences shall be considered on a case by case basis. ARE may elect to terminate the management contract at time that the property is placed on the market for sale for a cancellation fee. Should ARE continue to manage the property while the property is on the market for sale there will be a \$400 cancellation fee due if the property is listed with an outside broker regardless of the situation.

Should the owner wish to sell the property while it is under management there are several things to factor in.

- When does the lease expire?
  - Should you sell the property during the term of the lease the new buyer is obligated to honor the lease. In some cases it is possible to "buy" the tenant out of the lease; though a tenant is under no obligation to accept. You will owe a minimum of the balance of the management fee due for the remaining term of the lease to Alpha Real Estate as a cancellation fee.
  - If the property is on a month to month lease it may be placed on the market for sale at any time. The tenant must be given 30 days notice to vacate on the pay period if the property is sold or owner wishes for the tenant to vacate. If the management agreement is mid-term there will be a \$300 cancellation fee due.
- Who will be listing the property for sale?
  - If ARE is listing the property for sale we will perform a market analysis, coordinate with the tenant, schedule showings, inspections, etc... and there will be no cancellation fee due.
  - If an outside broker will be listing the property for sale they will be responsible for handling all aspects of dealing with tenant relating to the sale from the moment you hire them through closing. ARE is prohibited from doing any actions that are the responsibility of the listing firm. The cancellation fee will apply.
- Why should we wait until the last 30 days of the lease?
  - In addition to the reasons above there are legal concerns. While technically the property may be shown with reasonable notice during the term of the lease there are concerns that this violates the tenant's quiet enjoyment of the property. It is our experience that tenants are generally uncooperative when their home is put on the market for sale mid-lease. In plain terms it is a hassle for the tenant and they don't benefit so they are not motivated to cooperate. Some owners find that offering a rent reduction while the property is on the market assists in gaining tenant cooperation. While it may be desirable for the owner to keep a tenant in place therefor receiving income while the property is on the market for sale more often than not the tenant submits their notice to vacate upon being notified that the property is being placed on the market for sale. Conversely they usually understand and are cooperative when it is placed on the market during the standard notice to vacate period.

See the section on Cancellation of Management for further details.

## Answers Regarding Funds

When you entered into a management agreement, Alpha Real Estate, Inc. established an account for you and your property. Alpha Real Estate, Inc. recognizes the importance of accurately collecting and disbursing funds. The bookkeeping program used by Alpha Real Estate, Inc. is specialized software designed to handle the many facets of property management and accurate record keeping, and complies with the requirements of the North Carolina Real Estate Commission.

### Owners' First Funding

Once the tenant has moved in the Owner will be funded with the next rotation of monthly fundings. The new tenant must be processed, set up and funds must clear the bank before owner will be funded. From this first funding we will deduct the leasing fee, the management fee, and any make ready cost. If owner has not already established the owners' reserve that amount shall be withheld in accordance with the NCREC's guidelines for owner reserve accounts.

### Banking

Alpha Real Estate, Inc. holds your account in a trust fund mandated by the state of North Carolina. This account may or may not earn interest. Alpha Real Estate, Inc. accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following the real estate commission requirements.

### Monthly statements

Alpha Real Estate, Inc. sends monthly statements to owners. If you have any issues regarding your monthly statement, please contact the Bookkeeper. If you have had any maintenance expense the completed service request will be attached. If you have any questions about maintenance, please direct them to the Property Manager.

### Disbursement of monthly funds

Alpha Real Estate, Inc. disburses available funds to owners on the 5th or the 15th of each month. If this day falls on the weekend or holiday, Alpha Real Estate, Inc. issues funds on the next business day. Alpha Real Estate, Inc. does not disburse funds on weekends and holidays. Alpha Real Estate, Inc. does NOT issue owner checks unless there are sufficient funds in the owner's account and maintain the owner reserve. If the tenant pays late the owner will be funded late. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital that Alpha Real Estate, Inc. adhere to this schedule to ensure servicing every owner's account.

Alpha Real Estate, Inc. distributes owner funds as follows:

- ACH direct deposit – directly disbursed into an owner's bank account; Alpha Real Estate, Inc. emails monthly statements after disbursement. The electronic disbursement is initiated on the 5<sup>th</sup> or the 15<sup>th</sup> and may take up to 72 hours to reflect in your bank account. When the Federal Reserve Bank is closed there may be a delay in your funding.

### End of year procedures

At the end of each year, Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. with the necessary Social Security/Tax ID information so the 1099 is accurate. Alpha Real Estate, Inc. will send the 1099 for the rent by

January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form.

Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. 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 person along with other information for income tax reporting.

## Renting Your Property

### Preparing to rent the property

When prospective tenants view your vacancy, Alpha Real Estate, Inc. wants the property to look its best and compete with area rentals. A walk through report and rental market survey is completed. All personal property must be removed from the property. Alpha Real Estate does not inventory, maintain or in any way accept responsibility for any personal property left by the owner or the tenant. The Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. advises owners on the "current rental market." Unfortunately the owners' mortgage is not relevant in setting the price.

### How long will the property be vacant?

This is the most commonly asked question Alpha Real Estate, Inc. receives from owners. Unfortunately, there is no way to predict how long a property will remain on the market, even in the best market conditions. However, Alpha Real Estate, Inc. 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."

Alpha Real Estate, Inc., 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. Worse than no tenant is a bad tenant.

## Advertising/Marketing

### Internet/website

ARE's primary marketing is on the internet and the Alpha Real Estate, Inc. website [www.Alpha-Real-Estate.com](http://www.Alpha-Real-Estate.com). We average over 900 visitors daily to our site. We also post our listings on approximately fifty different websites. All marketing drives traffic to the company website. Our site is user friendly, content rich and showcases your property with a photographic virtual tour.

## **Publications/newspapers**

Alpha Real Estate, Inc. wants the greatest exposure for your property and places print advertising as appropriate.

## **Signage**

Alpha Real Estate, Inc. displays “For Rent” signs prominently. Signs promote calls and visits to [www.Alpha-Real-Estate.com](http://www.Alpha-Real-Estate.com). The prospect can immediately access the property information 24 hours a day. If your HOA does not permit signs you must notify ARE.

## **Viewings/Showings**

ARE utilizes a professional showing service. If the unit is vacant ARE will place an electronic lockbox on the property. Once a prospect has been prequalified the system requires a credit card and will issue a one time use code that is good for 2 hours. If the property is occupied the prospect furnishes their valid ID and contact information and schedules a viewing directly through the system with the current occupant. After viewing the property the prospect receives a feedback request and several follow ups are sent. In circumstances where the owner desires the unit to be shown by personnel of ARE there will be \$150 added to the Leasing Fee for properties located within 15 minutes of the office and \$250 for those farther out. Please email a member of your management team to let them know if you want us to accompany showings.

# **Processing Tenant Applications**

## **Tenant screening**

Thorough screening is crucial to successful Property Management. Alpha Real Estate, Inc. 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 criminal and civil background, credit, income, employment 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 areas – credit, criminal, civil, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. Visit [www.Alpha-Real-Estate.com/application-process](http://www.Alpha-Real-Estate.com/application-process) to see our qualifications and application. If a pet is allowed on the property, the screening includes the pet, see our policy at [www.Alpha-Real-Estate.com/Pet-Policy](http://www.Alpha-Real-Estate.com/Pet-Policy) to learn more.

Fair Credit Laws prohibit ARE from distributing tenants background check to owners without written permission from the prospect and the credit reporting bureau. While the tenant may possibly agree the credit reporting bureaus do not so under no circumstance will we release said reports to anybody. The application may be released upon request.




## **Pets**

If an owner authorizes a pet, Alpha Real Estate, Inc. increases the deposit even more. In general, Alpha Real Estate, Inc. does not use the term “pet deposit.” By avoiding this terminology, Alpha Real Estate, Inc. can use the amount of the entire security deposit when there is animal/pet damage. Although the Alpha Real Estate, Inc. policy is to increase the security deposit, the amount cannot exceed North Carolina landlord/tenant law which is equal to two months’ rent on a one year lease. So any amount above the limit is deemed “pet deposit”. The additional refundable deposit is typically \$250 per pet. Applicants follow our in depth Pet Screening process.

We live in a very pet friendly area. Many tenants have or want pets. It is legal for property owners to discriminate against pets. Unless your HOA, COA, or insurance policy prohibits we recommend being pet friendly. However, whether you have or have not decided to allow a pet in your property,

the Alpha Real Estate, Inc. 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.

Alpha Real Estate, Inc. has 3 categories for the acceptance of pets.

-  **Pet Friendly:** The ARE management team will interview the prospective tenant and the pet to determine eligibility. The pet will go through a thorough screening process. The owners' wishes, type of unit, and other factors are taken into account and ARE will approve with appropriate additional security or pet deposit. Unless otherwise instructed all units are marketed as Pet Friendly.
-  **Pets Considered:** This avoids eliminating an excellent tenant that cares for their pet, has an excellent tenant history, and owns a pet that is suitable to your property. This category is also used when HOA or other governing body has restrictions on pets. The ARE management team will interview the prospective tenant and the pet to determine eligibility and will share this information with the owner who ultimately makes the decision.
-  **No Pets Allowed:** If you, your HOA or other governing body does not allow pets or has any restrictions you must notify your ARE management team.

### **Service, Emotional Support and Comfort Animals**

Service, Emotional Support and comfort animals for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a said animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals. They must pass our screening process with the proper documentation and agree to the conditions outlined in our Lease's Animal Addendum.

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.

## **The Tenant Move In**

### **Rent and security deposits**

Alpha Real Estate, Inc. does not accept personal checks prior to renting the property and 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. All funds are kept in ARE's trust accounts; owners are not permitted to hold deposits or receive rental payments directly from tenants.

Once approved, all applicants must pay in full, a reservation fee, typically 1.5 months rent that is converted to security deposit at possession, in certified funds. It is Alpha Real Estate's policy to require a higher security deposit than the rent. However, Alpha Real Estate, Inc. does not exceed the maximum-security deposit allowed by the North Carolina landlord/tenant laws in an amount equal to two months' rent.

### **Rental/lease agreements**

Once Alpha Real Estate, Inc. receives funds, a thorough rental/lease agreement with the applicant is completed. The Alpha Real Estate lease agreement with maintenance addendum, tenant manual and all necessary addenda are included with this documentation.

All persons 18 and over, including adult children, are required to read all rental/lease agreements. 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 move in condition report documenting the condition of the property when the tenant moves in and out. The tenant is to return this form within 7 days of move in. If we do not receive we send 2 follow up reminders. If the tenant fails to turn in the form everything is deemed to be in good condition at move in. Additionally ARE takes digital pictures to document move in and move out condition.

## **Tenant Manual**

Tenants immediately receive the “*Alpha Real Estate, Inc. Tenant Manual.*” 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.

# **Working with Your Tenants**

## **Collecting rent**

Rents are due on the 1st or the 20th day of the month and late if not received in the Alpha Real Estate, Inc. office by midnight the 5th or the 24th of the month. If they do not pay by the grace period we automatically charge them a 5% late fee (maximum allowable by NC law) and send the 10 notice to pay or we will file an eviction. Our policy is very simple “No pay, No stay”.

## **Notice to pay or quit**

If Alpha Real Estate, Inc. does not receive rent by the due date, Alpha Real Estate, Inc. prepares and delivers a timely notice to pay or quit, as the law allows. Alpha Real Estate, Inc. makes every effort to mail and post notices properly should legal action be required. If Alpha Real Estate, Inc. determines the tenant is not going to pay the rent during the notice to pay or quit period, we will file an eviction. The owner is responsible for all costs associated with the eviction process.

## **Other notices**

There are other notices that may be involved with tenants. Alpha Real Estate, Inc. 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. Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, Alpha Real Estate, Inc. contacts the owner with the information to discuss the situation.

## **Tenant fees**

ARE earns income on tenant fees such as but not limited to application fees, processing fees, overrides on maintenance that is their responsibility, lease modification fees and eviction fees.

## **Tenant problems**

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

Our company policy is to take a “what if” approach. Alpha Real Estate, Inc. 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 Alpha Real Estate, Inc. recognizes and works to prevent legal issues from arising.



## Legal action

Although Alpha Real Estate, Inc. works diligently to avoid the necessity to begin an action, such as an eviction proceeding, it can happen. ARE will attend eviction proceedings for situations where we have personal knowledge. We are not attorneys and therefore not allowed to represent owners' in court beyond the eviction proceedings. ARE will furnish owner documentation necessary should owner decide to pursue legal action. Should owner wish for ARE to appear in court (Other than eviction proceedings) owner will be billed a rate of \$150 per hour payable at time of appearance. Should tenant mistakenly sue Alpha Real Estate, Inc. or it's employees ARE will motion to dismiss. Owner is responsible for any and all costs associated with ARE attending and/or defending court related to owners property or tenant. An example is if tenant disputes security disposition and court awards tenant damages, said award shall be paid from Owner's funds.

## Maintenance

### Preventative maintenance

The best approach to maintenance is "preventative maintenance," and this is the Alpha Real Estate, Inc. policy.

First, Alpha Real Estate, Inc. has already started with educating the tenant by:

- Completing a detailed Alpha Real Estate, Inc. Rental Agreement, which includes the maintenance addendum that outlines 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
- Supplying tenants with the "*Alpha Real Estate, Inc. Tenant Manual*," which provides additional instructions on the care of the property and how to report maintenance

We want the tenant to know from the beginning of their tenancy that the Alpha Real Estate, Inc./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 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 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 Alpha Real Estate, Inc. management team contact owners regarding maintenance above the \$500 minimum that is listed in the Alpha Real Estate, Inc. Management contract, unless the situation is an emergency. ARE does not contact owner for everyday maintenance and repair.

Most maintenance is handled through ARE's inhouse maintenance company, The Local Pros, LLC. The rates are competitive with industry standards. This offers us more control over quality, cost

and timing. There are no overrides charged by Alpha Real Estate, Inc. when using The Local Pros. 15% override will be charged when using an outside vendor.

### **Standard Maintenance**

A tenant may report a maintenance request via email, our website, in writing or by phone. When they report the issue we first troubleshoot to determine that it is a legitimate repair request. If appropriate we submit a service request to the appropriate party. Initially, we generally send one of The Local Pros, LLC maintenance technicians. If it is standard maintenance then they will complete the work and submit their invoice to ARE. The ARE team has a maintenance meeting with the vendors every Wednesday. The ARE team will approve the invoice and it will be forwarded to Bookkeeping for payment.

When you receive your monthly statement any maintenance charges will be listed under “expenses” and the service request will be attached. This is how you find out about standard maintenance. Alpha Real Estate does not contact owners in advance for standard maintenance. If maintenance determines it is a more complex repair they will contact the ARE team for approval. ARE will then contact owner. Owner may complete the work themselves or approve The Local Pros to handle or ARE will coordinate with outside vendors and add an 15% override. If owner does not respond in a timely fashion ARE will use its best judgment in completing the maintenance and owner may be responsible for the cost plus 15% override.

### **Emergencies/Disaster**

When an emergency and/or disaster strikes, Alpha Real Estate, Inc. has policies in place for the property and tenants. The nature of the emergency and/or disaster determines the action needed by Alpha Real Estate, Inc. and whether a 15% override is applicable.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. If we deem it to be an emergency we will act immediately and will notify you as soon as practical. This action may include contracting with vendors to protect the property and/or lives.

### **Owner Handled Maintenance**

Should an owner desire to be responsible for their own maintenance this must be agreed to in advance. At the lease signing ARE will provide the tenant with the owner or the owner’s designated contact for all maintenance issues. Owner agrees to handle all maintenance in a professional and prompt manner. Owner must notify ARE once work is complete. Should owner be unable to complete repair ARE shall do so and bill owner 20% override on the completed invoice. While Alpha Real Estate, Inc. strives to ensure that all maintenance requests are directed to owner ARE makes no guarantees that occasionally ARE may handle maintenance and owner shall be responsible for the cost especially in emergency situations.

### **Home Warranties**

If owner has a home warranty they must notify Alpha Real Estate, Inc. in advance. Home Warranties are limited in their scope and do not cover all maintenance. While Alpha Real Estate, Inc. strives to ensure that all maintenance requests are directed to Home Warranty Company ARE makes no guarantees that occasionally ARE may handle maintenance and owner shall be responsible for the cost especially in emergency situations. If Home Warranty Company does not respond in a timely fashion ARE will use its best judgment in completing the maintenance and owner shall be responsible for the cost plus 20% override. In general ARE has not found Home Warranties to be a benefit to rental property owners.

### **Fuel Policy**

For properties having propane gas and/or oil burning furnaces, tenant will be responsible for insuring the tank is at least 25% full at all times during the term of the Residential Rental

Agreement and at move out. Failure to maintain a sufficient volume of fuel will result in a tenant charge for furnace maintenance services that may result. Tenant is solely responsible for initial fill of fuel beyond 25% and for any amount less than 25% at move out or the disposal of any fuel in excess of 25% remaining at move out, if they so desire. Owner is solely responsible for initial fill up to 25%. Agent nor owner will not be held liable for any refund for the value of fuel remaining in the tank at move out.

## 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 Alpha Real Estate, Inc. moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, maintenance addendum, walk-through, and *Alpha Real Estate, Inc. Tenant Manual*. All of these documents gave instructions to the tenant on how to move out. The standard notice to vacate in the lease is 30 days.

### Communication with owners and tenants

Alpha Real Estate, Inc. notifies the owner when a tenant has given notice to vacate. Alpha Real Estate, Inc. immediately places the property on the market to rent unless the owner notifies Alpha Real Estate, Inc. to take other measures. *Owner is responsible for notifying ARE 90 days prior to the expiration of the lease if they do not wish for the property to be re-rented.*

Alpha Real Estate, Inc. also responds to the tenant notice with a detailed letter detailing the steps to complete a successful move. Rent is required until the end of the notice or lease unless otherwise stated in the rental/lease agreement.

### Tenant move out

Alpha Real Estate, Inc. conducts a walk-through similar to the one performed when the tenant moved into the property. Alpha Real Estate, Inc. records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs are taken when 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, Alpha Real Estate, Inc. advises owners of any tenant damages or any maintenance required to re-rent the property above and beyond tenant responsibility.

### 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. The accounting must be sent to the tenant within 30 days of vacating or end of the lease. Owners' monthly statement will show debits and credits against the tenant's security deposit.

### Collections

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

## Additional Services

The following are “additional services” offered by Alpha Real Estate, Inc. 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 real estate or maintenance services? Alpha Real Estate, Inc. values their client business and is able to make referrals anywhere in the world.

### Annual Walk Through

Alpha Real Estate, Inc. maintains properties as part of their property management services. This walk through goes beyond overseeing normal maintenance. An ARE team member performs this walk through at lease renewal.

In circumstances where owner wishes to conduct a walk through owner must notify ARE in advance. ARE will provide owner with the tenant’s contact information and owner will schedule directly with the tenant understanding that the standard is to give the tenant at least 48 hours notice. Owner is to have no further communication with the tenant and will direct the tenant to ARE should they have any questions beyond the scope of a walk through. If owner wishes an ARE team member to accompany them there will be a charge of \$75 per property.

### Supervision of extraordinary maintenance

Alpha Real Estate, Inc. charges a 15% override for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

*Alpha Real Estate, Inc. defines extraordinary maintenance as rehabilitation work that exceeds \$500 or any pre-78 housing lead paint issues, insurance claims, dealing with inspectors, major systems replacements and any circumstance that exceeds a couple of phone calls regardless of cost . (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, city code issues, etc.)*

The Alpha Real Estate, Inc. policy is to consult contractors for bids and solutions. Then Alpha Real Estate, Inc. contacts the property owner for authorization and/or decision regarding the maintenance.

### Real Estate services

The Alpha Real Estate, Inc. is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

### Company Disclosure

Agent may be a relative, member, employee, owner, agent, broker, stockholder or partner of companies and individuals that do business with Alpha Real Estate.

## Cancellation of Management

It is the goal of Alpha Real Estate, Inc. to satisfy your management needs and engage in a successful business relationship, but all things do change over time. When this happens, the ARE cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

### Written notice

- The Alpha Real Estate, Inc. management contract requires written notice by either party 30 days prior to the expiration of the management agreement. The standard management agreement is a 2 year agreement that automatically rolls over annually, check your agreement

for the expiration date. Depending on the circumstance you may be responsible for cancellation fees.

### **Coterminous**

- The lease and tenant occupancy runs coterminous with the management agreement. This means if there is a lease in place during the natural expiration of the agreement, to terminate, owner shall pay to ARE the normal fee due through the expiration of the lease or the occupancy of the current tenant whichever occurs later.

### **Cancellation during the term of the agreement**

- Should an owner wish to cancel at any time during the management agreement they must contact Kimberly Evans. Both parties must agree to the termination in writing. If the property is vacant the minimum fee is \$300. If the property is occupied the Coterminous policy applies. If cancellation occurs at the end of the lease Owner will responsible for handling move out.

### **Cancellation at the natural expiration of the agreement and end of tenant occupancy**

- All that is required is proper notice and no cancellation fees apply.

### **Walk Throughs and Make Ready**

- Unless other arrangements are made ARE will not conduct the move out walk through nor complete the make ready. Our agreement will terminate just before the move out. The primary reason for this is so the owner will have control over the timing of walk through and the level of "make ready". Often the owner wishes to take possession immediately upon move out. This is not possible if ARE handles the move out. If ARE handles we will schedule the walk through in a timely fashion, complete the work attributable to the tenant's security deposit and disburse the deposit before we turn the property over to the owner or their agent. In this case owner agrees that ARE will use its sole discretion in the reconciliation of the tenant's security deposit and owner may NOT take possession of the property until ARE is finished. Typically the make ready for a rental is different than to sell. As an example a tenant is not responsible for normal wear and tear so the walls may have some scuffs. The owner may desire to paint the entire house so that it shows better. This is not related to ARE nor the tenant. Experience has taught us that having the owner control the move out process in this situation is the most efficient way to handle a tenant vacating at the conclusion of the management agreement. ARE welcomes the opportunity to complete any additional work as a separate agreement with owner.

### **Notice to current tenants**

- Alpha Real Estate, Inc. will notify the tenant that their security deposit has been transferred to the appropriate party and whom to contact for move out instructions.

### **Distribution of documents and funds**

- Should ARE handle the move out the last month's rent will be held until final distribution. Owner will not be funded prior to final distribution as stated below.
- ARE will supply current tenant contact information to the owner, along with the lease and move in condition report (if tenant turned it in).
- ARE will not supply owner with the tenant's application or background check.
- ARE will not supply owner with marketing materials and/or photos.
- All materials generated in connection with the property by ARE are the sole property of ARE.
- It is the owner's responsibility to pick up documents, keys, and any other necessary materials at the Alpha Real Estate, Inc. office.
- If appropriate ARE will make the security deposit payable to the closing attorney.

- The owner shall be responsible for the final walk through and security deposit disposition to the tenant. ARE shall not be responsible nor handle disputes arising from the security deposit disposition.

**Final distribution of funds**

- ARE will distribute funds, including security deposits, rents, reserve and final statements to the owner within 30 days after the terminating date of management or distribution of the tenant security deposit, as agreed in the management contract.
- ARE will issue a 1099 for funds collected during the current tax year when the tax year ends as normal.

## Current fee schedule

### Full Leasing and Management Service

- Monthly management fee for 1-5 units 12%, 6-10 units 11%, 11+ units 10%
- \$300 leasing fee/new tenant processing (add \$100/\$200 for accompanied showings)
- \$200 lease renewal
- \$75 mtm lease evaluation
- \$75 mid-lease walk thru
- \$35 unscheduled trip charge
- 75% broker/25% owner late fee split
- 15% override on major repairs/inspections/initial make readies/insurance claims/etc
- 15% override on top of HOA fees if paid by ARE
- 12% of any income collected or court award
- Additional services for current Owners not covered under normal property management will be billed at \$125 per hour; all others billed at \$150 per hour
- Post termination services shall be billed at a rate of \$150 per hour due at time service is rendered

### Tenant Placement Only (No Management)

- One month's rent due at lease signing
- \$300 marketing fee to get started which is deducted from the total due at lease signing

### Sales and Lease Purchases/Options

- 4% of the sales price should tenant purchase the property during the term of the lease or 360 days after the expiration of the lease or termination of the management agreement if not referred by a Realtor. 6% if another Realtor is involved. The exclusive right to sell applies only to the tenant or any person introduced to the property by the tenant or ARE.
- 6-10% of the purchase price for a sale (not to the tenant)
- Plus normal leasing and management fees if lease purchase/option

*Agent may pay (and receive) commissions directly or indirectly, co-op commissions, rebates, bonuses, referral fees or other valuable consideration of more than nominal value to (and from) outside real estate agents, in-house staff and companies, tenant referral companies, rental relocation companies, multiple listing companies, builders, developers, home warranty companies, banks, contractors and vendors who assist Agent in the marketing, showing, monitoring, leasing, repairing, managing and maintaining of the Property, whether from a vendor or a supplier of goods and services for an expenditure made on behalf of the client or for which the agent recommends, procures or arranges relating to the real estate relationship including companies where Agent may be a member, employee, owner, agent, broker, stockholder or partner.*

The Owner Handbook will be updated from time to time. Owner will be notified in a timely fashion when there are any significant changes with no less than 60 days notice of any change in fees. Should Owner not wish to accept any changes they must notify Kimberly Evans in writing to opt out. Current Owner Handbook is posted at [www.Alpha-Real-Estate.com/management-services](http://www.Alpha-Real-Estate.com/management-services).

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

\_\_\_\_\_ date \_\_\_\_\_ date \_\_\_\_\_  
 Owner Owner