



OWNER'S MANUAL

Accelerate Real Estate



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Welcome

Making Property Management ManageableSM

Thank you for choosing Accelerate Real Estate 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.

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

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



Owner Documents

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

Accelerate Real Estate.

Accelerate Real Estate is a property management company operating in the Upstate of South Carolina. We specialize in full-service property management, HOA, commercial and residential sales.

Accelerate Real Estate mission statement

The mission of Accelerate Real Estate is to provide quality service in property management and real estate sales in the South Carolina community, demonstrating integrity and professionalism.

Accelerate Real Estate ownership

The owner/principal of Accelerate Real Estate is Michael Lee. He is the Broker in Charge of Accelerate Real Estate

Michael Lee
michael@pmiaccelerate.com
864-735-0337

Accelerate Real Estate Communication

Communication is a key to the success in any relationship and the Accelerate 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.

Company Communication

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

Accelerate Real Estate personnel communicate by:

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

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. Accelerate Real Estate needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. Please use the owner portal or email to notify us of any changes.

Email

Accelerate Real Estate encourages all owners to use email or the Owner Portal to contact us. It is fast and effective. Please supply us with your email address on all Accelerates forms. We will enter your email address in our database.

Special note: When using email, we request that you put the “property address” in the subject line. This helps us identify the importance of your message, and avoids oversights or deletions of messages.



Owner vacation notice

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

Owner Responsibilities

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

Owner responsibilities are:

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



The Scope of Property Management

What is included in Accelerate Real Estate services?

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

Company Policies

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

Department of Real Estate Requirements

The South Carolina Department of Real Estate requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Accelerate Real Estate requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have an South Carolina Real Estate license.

Code of Ethics

Accelerate Real Estate follows the Code of Ethics outlined by both NARPM and NAR®, and CAI. Accelerate considers this a top priority in conducting business and a requirement of all Accelerate Real Estate personnel.

Drug-Free Policy

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



Legislation

Accelerate Real Estate 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 Accelerate follows:

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

Lead-Based Paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Accelerate Real Estate 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 Accelerate provides them with the required EPA Pamphlet, *Protect Your Family from Lead in the Home*. Accelerate then forwards the required disclosure to owners for signature.



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

Mold issues

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

Answers Regarding Funds

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

Banking



Accelerate Real Estate maintains a trust/escrow account as per South Carolina's state requirements. There is a "Rents Trust Account" where all moneys are deposited and paid out. All rents and owner contributions are also deposited in the "Rents Trust Account." All payments to vendors for maintenance and repairs, eviction expenses, management fees, returned deposits and owner draws come from the "Rents Trust Account."

Monthly Statements

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



Disbursement of Monthly Funds

Accelerate Real Estate disburses available funds to owners by the **10th** business day of each month. We do not disburse funds on weekends and holidays. Additionally, Accelerate does NOT issue owner checks or ACH payments unless there are sufficient funds in the owner's account. It is vital to accurately post rents, pay vendors, and disburse funds for your account. Therefore, it is vital Accelerate Real Estate adhere to this schedule to ensure servicing every owner's account. It is recommended that you maintain a contingency fund in your Rents Account to cover any unexpected repairs or maintenance.

Accelerate Real Estate distributes owner funds in two ways:

- Company check disbursed directly to the owner accompanying their monthly statement.
- Most commonly using ACH direct deposit – directly disbursed into an owner's bank account;

End of Year Procedures

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

Accelerate Real Estate 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 Accelerate Real Estate trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

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



Renting Your Property

Preparing To Rent the Property

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

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



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

Advertising/Marketing

Internet/Website

Accelerate Real Estate has found that the Internet and our website, www.pmiaccelerate.com receive tremendous exposure, as well as using Craig's List and syndicating to Hot Pads, Zillow, Trulia and many other rental websites.



Signage

Accelerate Real Estate displays "For Rent" signs prominently if desired, and each sign has contact information including our website URL. On our Accelerate Website, prospective tenants can immediately access the property information and they can even complete a credit application online.

Showings and Applications

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

Processing Tenant Applications

Tenant Screening

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



All applicants must submit verifiable information of income so we know they can afford the rent. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet.

Cosigners

Accelerate Real Estate normally does not accept guarantors. Accelerate policy is that the applicants should have the ability to rent on their own merits. However, there are sometimes conditions that may warrant taking a cosigner or guarantor on a property. We disclose to the guarantor that they are equally responsible for the terms of the lease.

Pets

If an owner authorizes a pet, Accelerate Real Estate charges a pet fee to offset cleaning damage fees.

Accelerate Real Estate offers a pet guarantee under our platinum plan. Any pet damage caused by an approved pet, and Accelerate Real Estate will cover the costs to repair the pet damage, up to \$1000. To offset this cost, we charge tenants a \$300 non-refundable pet fee upon approval of their pet, and the execution of a pet addendum to their lease plus screening through www.petscreening.com

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the Accelerate Real Estate 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. If you do allow a pet, Accelerate does not place inappropriate pets in a property.

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

1. First, this encourages prospective applicants to disclose any pets. Then, based on the owner's preference on pets, Accelerate Real Estate can automatically notify the applicant that the owner does not allow 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.



Service Animals

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

However, Landlords can still process applicants who are on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, disabled or not.



The Tenant Move In

Rent And Security Deposits

Accelerate Real Estate does accept certified funds 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.



Once approved, all applicants must pay in full, the first month's rent, and a high security deposit, in certified funds. It is normally Accelerate Real Estate policy to require a higher security deposit than the rent. However, Accelerate Real Estate does not exceed the maximum-security deposit allowed by the South Carolina landlord/tenant laws.

Rental/Lease Agreements

Once Accelerate Real Estate receives funds, a thorough rental/lease agreement with the applicant is completed. All persons 18 and over, including adult children, are required to read and sign all rental/lease agreements and make an application. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter of legal age for signing the rental/lease agreements.



Walk-Through

A vital part of the rental agreement is a detailed walkthrough documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the Accelerate Real Estate team completes the walk-through 360° photo of EVERY room in the house. We use a program that accurately identifies ALL damages prior to move-in. The tenant has 5 days after moved to sign report. Any issues documented with photos at that point the damages are noted, our vendors price repairs and we assess the tent, pulling fees from the deposit.

Working with Your Tenants

Collecting Rent

Rents are due on the **1st** day of the month and late if not received in the Accelerate Real Estate office by the **3rd** of the month.

Accelerate Real Estate recognizes that many things can happen where it concerns rent; rent can really be lost "in the mail"; employers can delay the tenant's paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. If Accelerate Real Estate receives the rent prior to issuing owner funds, Accelerate Real Estate does not contact the owner unless the Accelerate Real Estate management team determines there is an ongoing rent issue.



Notice to Pay or Quit

If Accelerate Real Estate does not receive rent by the due date, Accelerate Real Estate prepares and delivers a timely notice to 'pay or quit,' as the law allows. Accelerate makes every effort to mail and post notices properly should legal action be required. If Accelerate determine the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, Accelerate contacts the property owner and works out a plan of action leading to possible eviction.

Breaking a lease

We want all our tenants to stay throughout their lease term. However, sometimes things change, such as job relocation, a marriage, or a divorce, and it is necessary to allow a tenant to break their lease. Accelerate Real Estate has a lease break termination fee that is assessed after the final



prorated rent in the amount equal to two month's rent. If a lease break fee is collected, we treat it as rent and the tenant placement guarantee does not apply. This additional rent covers our owners for a minimum of 30 days of vacancy, and covers the costs of re-leasing the property for Accelerate Real Estate.

Other Notices

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

Tenant problems

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

Legal action

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



Utilities

How we handle utilities

Property onboarding process, we will call all the utility companies and place the utilities for your property into. You are responsible for all utility charges that occur when the property is vacant.

Utility bills are posted to your account using the Simple Bills Utility Management system.

Maintenance

Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the Accelerate Real Estate policy.

First, Accelerate has already started with educating the tenant by:

- Completing a detailed Accelerate Real Estate Rental Agreement outlining what are tenant responsibilities regarding maintenance as well as owner obligations.
- Completing a walk-through documenting the condition of the property before the tenant takes possession using our 360° photo.



We want the tenant to know from the beginning of their tenancy that the Accelerate Real Estate landlord expectations are to care for the property. This approach can prevent costly maintenance.

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

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

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

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

The Accelerate Real Estate teams contact owners regarding maintenance above the **\$500.00** minimum that is listed in the Accelerate Real Estate contract, unless the situation is an emergency.

Emergencies/Disaster

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

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



How do you protect your investment?

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

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

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

- We will do pre-move in and post-move out inspections, which include photographs and even videos to document the condition of the property.
- We can do optional property inspections every 90 days, which would include checking the roof, water leaks, foundation cracks, plumbing issues and for unauthorized pets. We check bathroom fixtures and drains as well as kitchen appliances.
- If there are tenant-caused issues found during the inspections, the tenants are given a timetable to make the repairs or we will order the repairs and bill the tenant.

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

When the Tenant Vacates

Notice to Vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when Accelerate Real Estate moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, Move-In Checklist 360° and photo walk-through. All of these documents gave instructions to the tenant on how to move out.

Communication with Owners and Tenants

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

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

Tenant Move Out

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



Security Deposit Refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

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

Additional Services

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

Referrals

Do you know someone who is looking for management services in the South Carolina area? If so, then notify your management team. Accelerate Real Estate values their client business and believes in rewarding referrals from clients.

Annual Survey/Inspection

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



Supervision of Extraordinary Maintenance

Accelerate Real Estate charges a percentage or fee for supervising work requiring extraordinary maintenance and the definition of extraordinary maintenance is as follows:

Accelerate Real Estate defines extraordinary maintenance as rehabilitation work that exceeds \$500.00, insurance claims, and major systems replacements. (Examples are roof replacement, major tree work, exterior painting, vandalism, insurance claims, etc.)

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

Safe Renter Program

Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The Accelerate Real Estate Safe Renter Program is available to you for \$10-\$25/unit per month. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers the cost of attorney fees and court costs. If you are interested, ask your management team for more information.

Real Estate Services

The Accelerate Real Estate 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.

Our Guarantees

We are committed to providing our clients with high-quality service for their rental property and we back it up with our service guarantees.

Cancellation of Management

It is the goal of Accelerate Real Estate to satisfy your management needs and engage in a successful business relationship, but all things do change over time. Owners sell properties; people give notices. If this happens, the Accelerate Real Estate cancellation policy is to resolve your account in a professional, timely, and pleasant manner.



Please review the following policies for cancellation.

Written Notice

- The Accelerate Real Estate management contract accepts 30 days written notice by either party. Please refer to your management contract.
- The Accelerate Real Estate policy is to give cancellation of management by US Mail or email.



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- If an owner sends a cancellation of management by US mail, Accelerate Real Estate must receive the notice within 5 business days of the date of the notice.
 - Accelerate Real Estate does accept fax cancellations.

Notice to Current Tenants

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

Distribution of Documents

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

Final Distribution of Funds

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

Conclusion

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

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