

**AMS PROPERTY RENOVATIONS LLC**  
**PROPERTY MANAGEMENT AGREEMENT PACKET**

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**Email:** info@agentshivers.realtor

**Website:** www.agentshivers.realtor

**Address:** 8630M Guilford Rd. STE 194, Columbia, MD 21046

**Business Hours:** Monday through Friday - 9:00am to 5:00pm

Saturday - By Appointment Only

Thank you for choosing and trusting AMS Property Renovations LLC. We will act as your representative to manage the daily operation of your property and its tenants. Rest assured that we will care for your property as if it were our own. We try to make the transfer of management as seamless and painless as possible. Organization is the key. In order for us to effectively manage your property please read, sign, return, and supply all of the following documents, and necessary materials so that we can begin the management process. This packet of forms will help ensure that you achieve a smooth and orderly transition to our management firm. We look forward to working with you and managing your rental property needs. If you have any questions please feel free to contact us. Thanks and have a great day!

**OUR PRIMARY GOALS ARE TO:**

- Maximize Your Cash Flow: We are committed to maximizing your income by obtaining the maximum amount of rent for your home that market conditions will bear.
- Minimize Your Vacancy Period: We are committed to minimizing the time that your rental is not generating income by designing and executing a targeted marketing plan to rent your property as quickly as possible.
- Protect Your Investment: We are committed to protecting your investment by thoroughly screening prospective tenants.
- Do The Work For You: We are committed to providing you full service by handling everything on your behalf, so you can spend your time on more important things!

Sincerely,  
AMS Property Renovations LLC

# OWNER CHECKLIST AND STARTUP COSTS

## Read and Sign:

- Read and Sign this **Property Management Agreement Packet** which includes:
  1. Owner/Management Obligations
  2. Owner Portal Guide
  3. Owner, Property, Tenant (if applicable), and Leasing Information
  4. Property Management Agreement
  5. IRS-W9
  6. ACH Authorization for Direct Deposit
  7. Authorization To Establish Utility Services
  8. Mold Disclosure/Waiver
  9. Lockbox Addendum
  10. Remodel/Large Scale Renovation Agreement
  11. Rental Property Under New Management

## Supply:

- Supply Keys (2 sets), Remotes, and Codes to all doors, gates, mailboxes, garage door, security alarm, and gates, etc.
- Supply property owner(s) ID/Drivers License.
- If applicable, supply a copy of the original Lease Agreement.
- If applicable, supply a copy of the Tenant's Move-In Inspection.
- If applicable, supply to us the Tenant's Security/Pet/Other Deposit To hold in our Trust Account.
- If applicable, supply a copy of the HOA Rules and Regulations where the property resides.
- If applicable, supply a copy of the Home Warranty Policy.

## Pay: Owner Startup Cost (per unit)

- Maintenance deposit for emergency repairs and small incidentals \$250

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**Total Upfront Cost**

**\$250**

- 1. Owner/Management Obligations *Description:*** Clearly lays out the Owner's and Property Manager's obligations and responsibilities so that there are no misplaced or misrepresented expectations and so both parties clearly understand who is responsible for what.
- 2. Owner Portal Guide *Description:*** The Owner Portal gives you/owner 24/7 access to all relevant information about your property and it's tenants. This guide helps you gain access to the owner portal.

3. **Owner, Property, Tenant, and Leasing Information *Description*:** The Owner, Property, Tenant, and Leasing Information Sheet gives us essential information about you, your property, your tenant(s), and your desired leasing policies. This detailed information allows us to efficiently manage your property.
4. **Property Management Agreement *Description*:** The Property Management Agreement is the contract between owner and manager, and dictates the procedures and policies under which our business relation operates and abides by. It is a legally binding document and should be read carefully before signing. If there is anything within the document that is not understood or not agreed to, now is the time to address it/them.
5. **IRS W-9 *Description*:** The IRS requires that we obtain a W-9 for each client. January of each year we forward a 1099 to each client based on the information provided in the W-9.
6. **ACH Authorization for Direct Deposit *Description*:** ACH Authorization gives us the ability to transfer money directly into your bank account. This is the fastest, easiest, and the only way we pay out.
7. **Authorization To Establish Utility Services *Description*:** This form gives us the power to establish and disconnect utilities services on your behalf, as well as, setup the utilities to automatically transfer payment responsibility to you/owner when a tenant vacates the premises. This is important so that when tenants vacate the unit, the lights and power stay on, so that we can show your property and do any necessary maintenance and cleaning efficiently and effectively.
8. **Mold Disclosure/Waiver *Description*:** This form is used to communicate the presence, or not, of any past or present cases of Mold in the premises.
9. **Lockbox Addendum *Description*:** We suggest placing a Lockbox on the property for the convenience of all parties involved. This form lays out the specific details and permissions of its use, or not.
10. **Remodel/Large Scale Renovation Agreement *Description*:** This form explains our policy regarding Remodels and Large Scale Renovations so that expectations are fully understood before new management is in place.
11. **Rental Property Under New Management *Description*:** We will mail and email this filled out form to your current tenant(s), which explains to them that your property is now under new management, and that all rent payments, repair/maintenance requests, and all further Landlord/Tenant correspondence will need to be made directly to AMS Property Renovations LLC.

## **OWNER/MANAGEMENT OBLIGATIONS**

During our relationship, AMS Property Renovations LLC will act as your liaison between you the owner and the daily operation of your property and its lessees.

**Manager Obligations** during our relationship will include:

- Screen prospective renters to procure tenants.
- Inspect your property when vacant/occupied and manage your tenants during occupancy.
- Market the property.
- List your property using the Multiple Listing System (if applicable), classified advertising, electronic advertising, signing, and affiliated business partner relationships.
- Work diligently to keep your property leased by qualified and responsible tenants.
- Sign lease agreements, extensions and other addenda relating to the leasing of your property.
- Orchestrate utility services on your behalf.
- Collect rent, deposits, and fees for your property.
- Disperse funds held on your behalf to reimburse vendors for completed work.
- Provide owner with a monthly operating statement, net rent proceeds, and copies of any applicable invoices or documents.
- Initiate legal forcible detainers, collection activities, and tenant notices for non-payment of rent or lease violations.
- Provide owner with a year-end financial recap, including a 1099 form for your Federal income taxes
- At your request, serve as statutory/registered agent for out of state owners.

**Owner Obligations** during our relationship will include:

- Meet all obligations to maintain services for the tenants' full legal use of the property per Maryland State Laws.
- Maintain a maintenance reserve fund of \$250 to address property needs as necessary. When/If depleted, this reserve will be automatically replenished from monthly rents.
- Answer all management emails and phone calls in a timely manner.

**In addition, AMS Property Renovations LLC wants our clients to be aware that:**

- Due to matters not in our full control, we do not guarantee the leasing of your property or its tenancy, rent collection, proper tenant usage or behavior, and others matter outside of our control. We will of course do everything in our power to ensure that none of the aforementioned matters become an issue.
- We do not pay mortgage payments, HOA dues, property taxes, insurance payments, or utilities on the owner's behalf. These payments are the responsibility of the owner unless directed in writing.
- We will not advance funds for the operation of your property. The owner is responsible for the cost of all repair, maintenance, and unforeseen emergencies.
- We will employ other professional businesses, contractors, and vendors on your behalf to repair, maintain, or replace necessary components to ensure your property stays in good condition and remains rented.
- We will inform owners in advance of any single repair in excess of \$250. Repairs in excess of \$250 will require additional owner emergency reserves and prior permission.
- Owners must comply with Maryland State Law, which requires owners to maintain property to code enforcement standards.
- Typical property maintenance and repairs will be managed by AMS Property Renovations LLC at no extra cost to owner, above and beyond the standard monthly management fee, and the direct cost from the vendor performing the labor. However, medium to large scale jobs (to be determined), that would typically call for the use of a contractor such as: the property needs a lot of work inside or out, a full or partial kitchen, bath, property wide remodel, or a large scale and/or multi-room repair issue may incur additional contractor fees. During such times, the owner may contract the work to be performed on his own, may hire AMS Property Renovations LLC to contract the job, or hire a third party contractor/ company. All scenarios are completely owner determined – which ever you feel comfortable with.

## OWNER PORTAL GUIDE

AMS Property Renovations LLC utilizes Appfolio as our property management software. Within the Owner Portal you will be able to view and interact with Units and Tenants, Work Orders, Statements, Accounting, Messages, and much more. Every report is available in this system 24/7.

1. Navigate to **http://www.agentshivers.realtor**
2. On the main screen scroll down and under "**For Owners**" click the **Login button**. Alternatively you may click **Login** on the top right of the home page.
3. Enter the **login credentials** provided to you when you signed your agreement.

Once we receive this filled out and completed *Property Management Agreement Packet*, we will email your username and temporary password to login to the Owner Portal. This portal is simple and organized and also houses the owner, tenant, and management portals. The Owner Portal will give you 24/7 access to all your property and tenant information.

The screenshot displays the website for AMS Property Renovations, LLC. The browser address bar shows [www.agentshivers.realtor](http://www.agentshivers.realtor). The website header includes the AMS logo and navigation links: Home, Vacancies, Tenants, Owners, About Us, and Contact Us. A contact bar at the top right provides phone numbers (240) 621-0193 and (443) 380-2673, an email address info@agentshivers.realtor, and a LOGIN button. The main banner features a cityscape background with the text "WELCOME HOME" and "Whether you want to find a place to live or need a rental filled, when you're here, you're home." Below this is a "SEARCH PROPERTIES" button. The "For Tenants" section includes icons for "Pay Rent Online", "Maintenance Request", and "Login". The "For Owners" section includes icons for "Our Technology", "Our Services", and "Login".

## OWNER/PROPERTY/TENANT INFORMATION

Please fill out the Owner/Property/Tenant information below completely and to the best of your knowledge so we may efficiently begin your account setup process. The detailed and accurate information you provide will help us manage your property to the full extent of our ability. Be sure to let us know if there is anything you are not clear on, or need further clarification with. We are here to help! *If you don't know the answer to any of the information requested, please notate with a question mark (?) on the form.*

OWNER #1 INFORMATION		
First Name:	Middle Name:	Last Name:
Name of LLC or LLP (If Applicable):		
Date Of Birth: ____/____/____	Social Security Number: _____ - _____ - _____	
Drivers License Number:	Email:	
Cell Phone:	Home Phone:	Work Phone:
Preferred Contact Method? <input type="checkbox"/> Cell Phone <input type="checkbox"/> Home Phone <input type="checkbox"/> Work Phone <input type="checkbox"/> Email <input type="checkbox"/> Text Message		
Owners Home Address:		
City:	State:	Zip Code:
OWNER PREFERENCES		
<p>We communicate with you at the level at which you wish to be involved. What is your preferred amount of communication/involvement between us and you while we manage your property and its tenants? We will do our best to meet your expectations. Check which description best suits you....</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Hands On Owner</b> - You wish to be informed/involved in every single decision/action from big to small concerning your property and it's occupants. We will involve you in all decisions/actions taken and acquire prior approval when applicable.</li> <li><input type="checkbox"/> <b>Average Joe Owner</b> – You trust us to use our best discretion. You want us to handle the normal everyday type stuff behind the scenes and keep you unburdened by its stress. We will keep you in the loop on matters of importance but not in excess.</li> <li><input type="checkbox"/> <b>Turn Key Owner</b> – You hired us because you don't want to be bothered with all the little stuff. We will only involve you if it's absolutely necessary and/or because of needed repairs/maintenance in excess of the management agreement mandated \$250.</li> </ul> <p>NOTE: Regardless of type, property specific information, rent, expenses, and etc. are always fully accessible within the owner's portal/account 24/7.</p>		
<p>Tenant Selection:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>I Want</b> to be involved in approving/denying tenants.</li> <li><input type="checkbox"/> <b>I Do Not Want</b> to be involved in approving/denying tenants.</li> </ul>		
<p>Property Maintenance/Repairs:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I want <b>Management</b> to schedule/handle all work performed.</li> <li><input type="checkbox"/> I want <b>Management</b> to schedule/handle all the work but request <b>My Vendors</b> be used (list in OTHER</li> </ul>		

VENDORS section below).

**I Will** do the work myself and/or schedule my vendors do the work on my behalf.

**SPOUSE/PARTNER INFORMATION**

First Name:	Middle Name:	Last Name:
Date Of Birth: ____/____/____	Social Security Number: ____ - ____ - ____	
Drivers License Number:	Email:	
Cell Phone:	Home Phone:	Work Phone:

**OWNER #2 INFORMATION**

First Name:	Middle Name:	Last Name:
Name of LLC or LLP (If Applicable):		
Date Of Birth: ____/____/____	Social Security Number: ____ - ____ - ____	
Drivers License Number:	Email:	
Cell Phone:	Home Phone:	Work Phone:

Preferred Contact Method?  Cell Phone  Home Phone  Work Phone  Email  Text Message

Owners Home Address:

City: State: Zip Code:

NOTE: Owner #2 (if applicable) receives the same level of involvement/communication as that of Owner #1

**SPOUSE/PARTNER INFORMATION**

First Name:	Middle Name:	Last Name:
Date Of Birth: ____/____/____	Social Security Number: ____ - ____ - ____	
Drivers License Number:	Email:	
Cell Phone:	Home Phone:	Work Phone:

**PROPERTY INFORMATION**

Subdivision/Complex Name:		
Street Address:		Unit #:
City:	State:	Zip Code:
Property Type: <input type="checkbox"/> House <input type="checkbox"/> Apt <input type="checkbox"/> Studio <input type="checkbox"/> Condo <input type="checkbox"/> Townhome <input type="checkbox"/> Duplex <input type="checkbox"/> Triplex <input type="checkbox"/> 4-8 Units		



Year Built:	Lot Size:	Square Feet:
How many stories is the unit? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	Is the unit upstairs/downstairs? <input type="checkbox"/> Up <input type="checkbox"/> Down	
Is the unit attached/detached? <input type="checkbox"/> Attached <input type="checkbox"/> Detached	School District:	
Is the property currently for sale? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes, listing agent's phone? _____		
Do you have a website for the property? <input type="checkbox"/> Yes <input type="checkbox"/> No ... http://www._____		
Has a death occurred in the property within the last 3 years? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes, why/how? _____ _____		
What are your long term plans for this property? _____ _____		

**REMOTES/CODES/KEYS**

**KEYS**

Keys needed for (check all that apply)?  Property  Mailbox  Pool  Storage  Other \_\_\_\_\_

**SECURITY SYSTEM**

Security System Name:	Security Code:
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Company:	Phone #:
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If the alarm goes off is the company alerted?  Yes  No ... If yes, what's the password? \_\_\_\_\_

**GARAGE DOOR/OPENER**

Is the garage door motorized? <input type="checkbox"/> Yes <input type="checkbox"/> No	Model:
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Number of motorized garage doors? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	Number of remotes? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
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Is there a keypad on the outside of the garage?  Yes  No ... If yes, what's the code? \_\_\_\_\_

**SECURITY GATE**

Is the property in a gated community?  Yes  No

Gate Code:	Number of remotes? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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**MAILBOX**

Does the mailbox require a key? <input type="checkbox"/> Yes <input type="checkbox"/> No	Mailbox location?	Mailbox #:
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**GARAGE/PARKING/DRIVEWAY**

Is there a garage? <input type="checkbox"/> Yes <input type="checkbox"/> No	What size garage? <input type="checkbox"/> 1-car <input type="checkbox"/> 2-car <input type="checkbox"/> 3-car <input type="checkbox"/> 4-car
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Is the garage attached? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are there remote openers? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If so, how many? _____	
Is there a carport? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is the carport covered? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is there RV parking? <input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any assigned parking spaces? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Covered? <input type="checkbox"/> Yes <input type="checkbox"/> No ... How many? _____		
Driveway: <input type="checkbox"/> Paved <input type="checkbox"/> Unpaved <input type="checkbox"/> Gravel <input type="checkbox"/> Combination	Is parking in driveway allowed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Additional parking info:		

<b>ROOMS</b>	
Bedrooms: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	Bathrooms: <input type="checkbox"/> 1 <input type="checkbox"/> 1.5 <input type="checkbox"/> 2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 3 <input type="checkbox"/> 3.5 <input type="checkbox"/> 4
Additional Rooms (check all that apply): <input type="checkbox"/> Living Room <input type="checkbox"/> Family Room <input type="checkbox"/> Loft <input type="checkbox"/> Den <input type="checkbox"/> Sitting Room <input type="checkbox"/> Bonus Room <input type="checkbox"/> Office <input type="checkbox"/> Great Room <input type="checkbox"/> Sunroom <input type="checkbox"/> Wine Cellar <input type="checkbox"/> Laundry Room	
Dining info (check all that apply): <input type="checkbox"/> Dining room <input type="checkbox"/> Formal dining room <input type="checkbox"/> Breakfast nook	

<b>KITCHEN</b>
Check all that apply: <input type="checkbox"/> Refrigerator <input type="checkbox"/> Microwave <input type="checkbox"/> Dishwasher <input type="checkbox"/> Garbage Disposal <input type="checkbox"/> Stovetop <input type="checkbox"/> Oven <input type="checkbox"/> Range (stovetop/oven combo) <input type="checkbox"/> Island <input type="checkbox"/> Trash Compactor <input type="checkbox"/> Granite Countertops
Additional Kitchen Info:

<b>PROPERTY AMENITIES/ATTRIBUTES</b>	
Property Amenities (Check all that apply): <input type="checkbox"/> Patio <input type="checkbox"/> Deck <input type="checkbox"/> Balcony <input type="checkbox"/> Fireplace <input type="checkbox"/> Dock <input type="checkbox"/> Wetbar <input type="checkbox"/> Skylights <input type="checkbox"/> Newly Remodeled <input type="checkbox"/> Blinds/Drapes <input type="checkbox"/> Ceiling Fan <input type="checkbox"/> Wine Cellar <input type="checkbox"/> Laundry Room <input type="checkbox"/> Vaulted Ceilings <input type="checkbox"/> Media Center <input type="checkbox"/> Whirlpool Tub <input type="checkbox"/> Spa/Jacuzzi <input type="checkbox"/> Sauna <input type="checkbox"/> Pool <input type="checkbox"/> Alarm System <input type="checkbox"/> Air Conditioner <input type="checkbox"/> Water Softener <input type="checkbox"/> Other _____	
Community Amenities (Check all that apply): <input type="checkbox"/> Park/Playground <input type="checkbox"/> Clubhouse <input type="checkbox"/> Fitness Center <input type="checkbox"/> Walking Trails <input type="checkbox"/> Golf Course <input type="checkbox"/> Spa/Jacuzzi <input type="checkbox"/> Sauna <input type="checkbox"/> Pool <input type="checkbox"/> Tennis Court <input type="checkbox"/> BBQ <input type="checkbox"/> Laundry Facilities	
Location (Check all that apply): <input type="checkbox"/> Mountain Views <input type="checkbox"/> Ocean View <input type="checkbox"/> Historic District <input type="checkbox"/> Lake Front <input type="checkbox"/> Ocean Front <input type="checkbox"/> Gated Community	
Exterior Walls: <input type="checkbox"/> Aluminum Siding <input type="checkbox"/> Wood Siding <input type="checkbox"/> Stucco <input type="checkbox"/> Other	
Roof Composition: <input type="checkbox"/> Asphalt Shingles <input type="checkbox"/> Wood Shake <input type="checkbox"/> Clay Tile <input type="checkbox"/> Slate <input type="checkbox"/> Concrete Tile <input type="checkbox"/> Metal Roof <input type="checkbox"/> Hot Mop	
Basement <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes <input type="checkbox"/> Finished <input type="checkbox"/> Unfinished	Crawl space? <input type="checkbox"/> Yes <input type="checkbox"/> No

Fireplace? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Type: <input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Wood Burning ... Location? _____	
Washer/Dryer hookups? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Location? _____ ... Type? <input type="checkbox"/> Gas <input type="checkbox"/> Electric	
Washer/Dryer in unit? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Who is responsible for maintaining? <input type="checkbox"/> Owner <input type="checkbox"/> Tenant	
Handicap Accessible? <input type="checkbox"/> Yes <input type="checkbox"/> No	Security System? <input type="checkbox"/> Yes <input type="checkbox"/> No
Smoke Detectors? <input type="checkbox"/> Yes <input type="checkbox"/> No	Carbon Monoxide Detectors? <input type="checkbox"/> Yes <input type="checkbox"/> No
Automatic Sprinklers? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes, where is the control panel located? _____	

<b>FLOORING</b>	
Interior Flooring (Check all that apply):	
<input type="checkbox"/> Carpet Location(s) _____	
<input type="checkbox"/> Vinyl Location(s) _____	
<input type="checkbox"/> Laminate Location(s) _____	
<input type="checkbox"/> Tile Location(s) _____	
<input type="checkbox"/> Hardwood Location(s) _____	
<input type="checkbox"/> Concrete Location(s) _____	
<input type="checkbox"/> Travertine Location(s) _____	

<b>COOLING/HEATING</b>	
Cooling: <input type="checkbox"/> N/A <input type="checkbox"/> Central <input type="checkbox"/> Wall/Window Unit <input type="checkbox"/> Other: _____	
Heating: <input type="checkbox"/> Central <input type="checkbox"/> Wall Heater <input type="checkbox"/> Other: _____	

<b>YARD/OUTSIDE</b>	
Backyard? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Fenced? <input type="checkbox"/> Yes <input type="checkbox"/> No	Front yard? <input type="checkbox"/> Yes <input type="checkbox"/> No ... Fenced? <input type="checkbox"/> Yes <input type="checkbox"/> No
Automatic Sprinklers? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If Yes, location of control panel? _____	

<b>UTILITIES/APPLIANCES/VENDORS</b>	
Appliances included for Tenant use (Check all that apply): <input type="checkbox"/> Washer/Dryer <input type="checkbox"/> Refrigerator <input type="checkbox"/> Microwave <input type="checkbox"/> Dishwasher <input type="checkbox"/> Garbage Disposal <input type="checkbox"/> Stovetop <input type="checkbox"/> Oven <input type="checkbox"/> Range (stovetop/oven combo)	
<b>WATER</b>	
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays	Water Source: <input type="checkbox"/> Public Utility <input type="checkbox"/> Private Well

Billing is currently in owner's name? <input type="checkbox"/> Yes <input type="checkbox"/> No		Billing is currently in tenant's name? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Main water shut off location?		Is the water currently on? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Water Company Name:			
Payment Address:			
Payment Amount: \$	Payment Due Date:	Account #:	
<b>SEWER/SEPTIC</b>			
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays		Is there a septic system <input type="checkbox"/> Yes <input type="checkbox"/> No	
When was the septic last pumped/emptied?			
Septic Service Company Name:			Phone:
<b>POWER (ELECTRICITY/GAS)</b>			
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays			
Billing is currently in owner's name? <input type="checkbox"/> Yes <input type="checkbox"/> No		Billing is currently in tenant's name? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Fuse Box location?		Is the power currently on? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Main gas shut off location?		Is the gas currently on? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Power Company Name:		Phone #:	
Payment Address:			
Payment Amount: \$	Payment Due Date:	Account #:	
<b>TRASH</b>			
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays		Trash pickup day?	
Check all that apply: <input type="checkbox"/> Trash Pickup <input type="checkbox"/> Recycle Pickup <input type="checkbox"/> Green/Yard Pickup			
Trash Cans: <input type="checkbox"/> Trash Company Supplied <input type="checkbox"/> Owner Supplied <input type="checkbox"/> Tenant Supplied			
Trash Company Name:			Phone #:
Payment Address:			
Payment Amount: \$	Payment Due Date:	Account #:	
<b>LANDSCAPER/GARDENER</b>			
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays <input type="checkbox"/> N/A		What day does the Gardener come?	
Gardener/Company Name:			Phone #:
Frequency: <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-Weekly <input type="checkbox"/> Monthly ... Day of Week if known? _____			

Payment Address:		
Payment Amount: \$	Payment Due Date:	Account #:
<b>POOL GUY/SERVICE</b>		
<input type="checkbox"/> Owner Pays <input type="checkbox"/> Tenant Pays <input type="checkbox"/> N/A	What day does the Pool Guy/Service come?	
Pool Guy/Service Name:	Phone #:	
Payment Address:		
Payment Amount: \$	Payment Due Date:	Account #:
<b>OTHER VENDORS (Contractors/Handymen/Etc)</b>		
Do you have any other longtime vendors you would like us to use? Note: They have to be Licensed, Insured, and Vetted prior to us working with them. <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes, please list them below...		
Vendor 1 (Name/Type/Phone):		
Vendor 2 (Name/Type/Phone):		
Vendor 3 (Name/Type/Phone):		
Vendor 4 (Name/Type/Phone):		
Vendor 5 (Name/Type/Phone):		

<b>INSURANCE/WARRANTIES</b>		
Home Owner's Insurance Policy? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Home Owner Insurance Name:		
Phone:	Fax:	Policy #:
<b>BUILDER'S WARRANTY POLICY</b>		
Builder's Warranty? <input type="checkbox"/> Yes <input type="checkbox"/> No	Company Name:	
Phone #:	Account #:	
<b>HOME OWNER'S WARRANTY POLICY</b>		
Home Owner's Warranty Policy? <input type="checkbox"/> Yes <input type="checkbox"/> No	Company Name:	
Phone #:	Account #:	
<b>APPLIANCE WARRANTY POLICY</b>		
Are appliances warrantied? <input type="checkbox"/> Yes <input type="checkbox"/> No ... If yes, which ones (check all that apply)...		
<input type="checkbox"/> Washer	Company:	Phone #:

<input type="checkbox"/> Dryer	Company:	Phone #:
<input type="checkbox"/> Refrigerator	Company:	Phone #:
<input type="checkbox"/> Dishwasher	Company:	Phone #:
<input type="checkbox"/> Oven/Range	Company:	Phone #:
<input type="checkbox"/> Microwave	Company:	Phone #:

**PRESENT PROPERTY CONDITION**

Is the property "Rent Ready"?  Yes  No ... If no, please explain what needs to be fixed, cleaned, or replaced in order to have the place Rent Ready by the above listed date?

(1) \_\_\_\_\_

(2) \_\_\_\_\_

(3) \_\_\_\_\_

(4) \_\_\_\_\_

(5) \_\_\_\_\_

(6) \_\_\_\_\_

(7) \_\_\_\_\_

(8) \_\_\_\_\_

(9) \_\_\_\_\_

(10) \_\_\_\_\_

Date Interior last painted? \_\_\_\_ / \_\_\_\_ / \_\_\_\_      Date Exterior last painted? \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Age of carpet? \_\_\_\_\_      Air Conditioner/Furnace filter last replaced? \_\_\_\_\_

Smoke Detectors?  Yes  No ... Working?  Yes  No

Carbon Monoxide Detector  Yes  No ... Working?  Yes  No

**PROPERTY DESCRIPTION**

Please use the area below to highlight any special features or details of your property. This description will help us advertise your property when it is available for rent. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_


**SPECIAL INSTRUCTIONS**

Please use the area below to tell us about anything you feel might be important, so that we will be better able to manage your property.. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ASSOCIATION (HOA) INFORMATION**

HOA Name:		
Name of Management Company for HOA:		
Street Address:		
City:	State:	Zip Code
Main Phone Number:	Fax Number:	
Contact Person:	Phone Number:	
Account Number:	Monthly HOA Fee: \$	
Are For Rent signs allowed? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**UTILITIES INCLUDED IN HOA DUES (Check all that apply)**

Water  Trash  Gas  Electric  Cable  Other \_\_\_\_\_

**SERVICES INCLUDED IN HOA DUES (Check all that apply)**

Gardening ...  Front Only  Other (Specify) \_\_\_\_\_

Roof  Exterior Building Maintenance  Plumbing  Other \_\_\_\_\_

**AMENITIES INCLUDED IN HOA DUES (Check all that apply)**

Pool  Spa/Jacuzzi  Clubhouse  Tennis Court  Basketball Court  Park/Playground  Other \_\_\_\_\_

**LEASING/TENANT INFORMATION**

Is the property currently leased to a tenant?  Yes  No ... If yes, fill out this section. If no, skip to the next.

Tenant's Name:	Email:	Phone #:
Tenant's Name:	Email:	Phone #:
Tenant's Name:	Email:	Phone #:
Tenant's Name:	Email:	Phone #:

Minors' Names (Under 18): \_\_\_\_\_

Lease Term:  1 Year  6 Month  Month-To-Month  None  Verbal: \_\_\_\_\_

Occupancy start date? \_\_\_\_/\_\_\_\_/\_\_\_\_ Date Lease will expire? \_\_\_\_/\_\_\_\_/\_\_\_\_

Is there a Cosigner?  Yes  No ... If yes, what's their name/number? \_\_\_\_\_

Do you have a Move-In Inspection for this property?  Yes  No ... If yes, please forward us a copy.

Monthly Rent: \$	Security Deposit: \$	Pet Deposit: \$
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Does the tenant have a pet?  Yes  No ... If so, what kind? \_\_\_\_\_

Additional Pet Info: \_\_\_\_\_

Are you happy with the current tenancy? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does the tenant pay rent on time? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Is the Tenant current on his/her Rent Payment?  Yes  No ... If no, what is outstanding? \$\_\_\_\_\_

Explanation: \_\_\_\_\_

Is there anything you would like us to address with the current tenant once new management is in place?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**DESIRED LEASING POLICIES**

Desired Lease Term:  1 Year  6 Month  Month-To-Month

Desired Monthly Rent: \$

Desired Security Deposit: \$

What day will the property be available for tenant move-in? ... Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Desired Pet Policy: Pets Allowed?  Yes  No ... If yes, desired Pet Deposit amount? \$ \_\_\_\_\_  
... If yes, which kind are permitted (check all that apply)?  Dog ... What size is allowed?  Small dog (5lbs - 25lbs)  Medium dog (25lbs – 50lbs)  Large dog (50lbs – 150lbs)  Cat ... Must be Declawed?  Yes  No  Bird  Fish  Snake/Reptile  Rabbit  Hamster/Mouse/Rat  Spider/Tarantula/Scorpion

Additional Pet Info:

Do you accept Section 8 (subsidized housing)?  Yes  No

Are college students OK?  Yes  No

Will you accept a Cosigner if necessary because of primary tenant's bad credit or lack of?  Yes  No

Smoking allowed on Property?  Yes  No ... Inside Premises  Yes  No ... On Patio/Balcony?  Yes  No ... In designated area?  Yes  No ... If yes, which area? \_\_\_\_\_

Owner(s) authorize management to re-key locks between tenants at owner's expense?  Yes  No (This is a necessary precaution to ensure the tenant's security and your/our liability exposure)

Owner(s) authorize management to place a For Rent sign on the property?  Yes  No

Once new management is in place, is there anything special you would like us to change, address, or focus on in regards to the Tenants, or your Property? \_\_\_\_\_

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**AMS Property Renovations, LLC**  
**Exclusive Property Management Agreement**

This Agreement, made this <sup>th</sup> day of , 201 between \_\_\_\_\_ hereinafter referred to as "Owner" who represents that he or she owns stated property, and has full authority and power to lease it and to enter into this agreement affecting said property, and Owner is not under any other contractual agreement for property located at mainst and AMS Property Renovations (AMS) LLC, having its principal office at 8630M Guilford Rd, Ste. 194, Columbia, MD, 21046, hereinafter referred to as "Agent".

The parties shall abide by all federal, state and local laws, ordinances and regulations including but not limited to, the Fair Housing Act and anti-discrimination laws.

In considerations of the mutual promises and covenants contained herein, the parties hereto agree as follows:

1. Owner appoints Agent, exclusively, as the Managing Agent of the above mentioned property upon the terms and conditions set forth herein, for the period of 1 year, beginning on 9/09/2014 and ending on 9/08/2015. Thereafter it shall continue in full force and effect from month to month unless either party hereto shall serve written notice of cancellation personally or by registered or certified mail sent to the address first hereinabove set forth, in which event this Agreement shall terminate thirty (30) days after the service of such notice. Within sixty (60) days of termination, the parties shall account to each other with respect to all uncompleted business, and the Agent shall deliver to the Owner all monies, proprietary and other leases, subleases, corporate files, books and records and other instruments relating to the property and the Owner shall furnish the Agent with reasonable security against any outstanding obligations or liabilities which the Agent may have incurred hereunder.

2. Owner authorizes Agent to offer the property for rental rate of \$1,200(min) dollars, per month, but grants Agent full authority to negotiate and execute leases which will secure the highest rent attainable. The term of such leases shall not exceed **3 Years**. Lease shall be written to comply will Maryland state law. Lease will also contain pertinent information in regards to pet, smoking, and maximum number of occupants.

3. Owner shall pay Agent a leasing commission, whenever Agent obtains a tenant (including marketing/showing property, screening tenant) for the property, said commission is to be separate from the property management fee specified in paragraph 4. The leasing commission shall be **75%** of one month's rent for a 1 year lease, **75%** for a 2 year lease, and **75%** for any duration of a lease thereafter. For any term of 6 months or less, the leasing commission shall be **50%** of one month rent. If Agent shall be required to negotiate and/or obtain a lease renewal or extension, even if such renewal or extension shall be automatic under the terms of the given lease, Agent shall be paid a commission of **\$50.00** for any term that the lease is renewed or extended. A partial refund (pro-rated) will be paid to Owner in the event that the tenant is evicted, or breaks their lease within 6 months of the original move in date.

4. Owner shall pay to Agent for its property management services 8% of all gross rental collected by Agent per month, or a minimum of eighty \$80.00 dollars per month, whichever is greater. Owner further agrees to pay a fee of \$0.00 dollars per month when the property is vacant. If Owner terminates this agreement prior to the expiration of any tenancy obtained by the Agent, and the Agent still fulfills what agreed hereunder effectively, Agent shall be paid as compensation for its services, an amount equal to 8% of the rents due from the effective date of termination hereof to the end of any unexpired lease term or any renewal thereof or to the time the lease is broken.

5. Owner authorizes Agent to advertise the property for rent by using many different methods of marketing; including, but not limited to placing a "For Rent" sign in the yard and possibly listing the property in the MLS. Agent shall maintain an advertising log for each property.

6. Authorization is given to Agent to install a Key box on the door of the said property for the convenience and use of any real estate salesperson and/or broker who is a Member of the Maryland Association of REALTORS to show the property to prospective Tenants/Purchasers, or other necessary parties. Owner agrees for himself, his heirs and assigns to completely indemnify, save, and hold harmless said REALTORS, its brokers, salespeople, cooperating brokers, agents the Maryland Association of Realtors and all parties from any and all claims, loss or liability arising from the use of said Key box.

7. Owner will pay a startup fee in the amount of \$250.00 to the Agent, which may be applied towards the initial fees for repairs, or other items as needed by the agent, this fee will be held in the Owner's operating/maintenance account.

8. Agent shall use its best efforts to produce suitable tenants for vacancies as they occur; and collect all rents, which become due in accordance with the terms of any lease now in existence or entered into during the terms of this Agreement and forward it to creditors or the Owner. Agent shall have the authority to retain attorney, at Owner's sole expense and in its name, to institute legal action in the name of the Owner or of the Agent, for rents or other charges due from tenants, and for the repossession of property occupied by delinquent tenants. Agent shall have full authority to settle, compromise, and release any such actions or suits, and/or to reinstate such tenants, when in its sole discretion; such action would be in Owners best interests. Nothing in the Agreement shall be guarantee by Agent of the payment of rents or other charges by tenants. Agents shall keep records or receipts and expenditures for said property, and shall furnish such records to Owner monthly.

9. Except as provided herein, Owner authorizes Agent and Agent agrees to attend to the making of necessary and proper maintenance, repairs, cleaning and decorations in and to the property and the purchase of incidental supplies and equipment therefore at the Owner's expense. To this end, Owner agrees to deposit the sum of \$250.00 with Agent to make routine repairs and work above and beyond routine property management duties. Costs of appliances, water heaters,

furnaces, and other major repairs, replacements or improvements shall be billed to Owner at actual contract costs to the Agent, given prior approval by Owner. A reasonable charge may be made for time or charges made necessary by governmental laws or regulations and compliance with such rules or regulation, or excessive time spent in protecting the Owner's interest in any way, such as legal actions, inspections, completing forms or obtaining bids. This operating fund is to be maintained from the balance of rent monies or by additional funds paid promptly by Owner upon request from Agent. Except in the event of emergencies, expenditures exceeding **\$250.00** will be made by Agent only after being authorized to do so by Owner. In the event that Owner cannot be reached, it is agreed and understood that emergency repairs are those which in the opinion of the Agent are expedient, desirable or necessary for the health, comfort and safety of the tenant or for the protection of the property or to maintain services to the tenant as called for by the tenancy, which repairs the Agent is authorized to make. The decision of the Agent will be accepted as final in any of the foregoing instances and charges for the same shall be billed to the Owner.

10. Owner agrees that any personnel used for the operation and maintenance of the property during the terms of this Agreement shall be deemed independent contractors or employees of the Owner, and not of the Agent. Agent shall be permitted to perform any of its duties through Owner's attorneys, agents or employees or through any attorney obtained by Agent, at Owner's expense. Agent shall not be responsible for the acts, defaults or negligence or any Tenants, nor of any employees or independent contractors of Owner, if reasonable care has been exercised in their selection, appointment and retention. Agent shall not be liable for involuntary losses or damages to the property.

11. Owner shall indemnify and save Agent harmless from any and all liability for damage to persons or property arising out of the conditions of the property or the use thereof, including any expense incurred in defending against such a claim, absent Agent's gross negligence in performing the terms and conditions of this Agreement. Owner is advised to carry at Owners expense, an Owner-Landlord-Tenant liability insurance policy, with minimum coverage of \$500,000.00. Owner shall provide suitable insurance coverage for acts of vandalism and malicious mischief in the event such property shall become vacant. Except as aforesaid, Owner shall indemnify and hold Agent harmless from any and all claims, debts or demands arising in favor of, or asserted by, and person, firm or corporation occurring by reason of such agency, or by reason of any act or thing done in connection with this agreement.

12. Agent shall not be responsible for any of Owner's personal possessions left on property.

13. Owner recognizes that extensive renovation works such as furnace replacement, appliance replacement, extensive exterior painting and repair, roof replacement, interior renovation necessitating a vacancy, etc., are not covered under the Agreement. Agent may add up to **10%** management fee for overseeing any repair items to the leased property.

14. To the best of Owner's knowledge, Owner warrants that the electrical, plumbing, heating and air conditioning and any other mechanical systems and related equipment, including kitchen and laundry appliances included as part of the leased premises, shall be in good operating condition at time of tenant's occupancy. Owner further agrees to have premises clean, freshly painted and carpets shampooed and in Move-In condition at the time of tenant's occupancy. In the event that tenant finds equipment and premises not to be in good condition, the Agent is authorized to have said equipment repaired and/or said condition remedied and to deduct the cost from Owner's funds. If said funds are not sufficient, Owner will promptly pay any bills for repairs presented or paid by Agent. If tenant refuses to take possession of the premises because of unacceptable condition, Agent shall not be held liable for any loss of rents due to condition of premises and tenant's refusal to rent. To the best of Owner's knowledge, the Owner warrants that the property is in a sound and safe condition, complies with all applicable building and housing codes, and is suitable for occupancy. All utilities must be on, in Owner's name, and operational. Property must have recent pest inspection or record of treatment/extermination.

15. In the event of termination of this Agreement for any reason whatsoever, Agent shall remit to Owner all monies due Owner (Monies Agent is holding in escrow) less any monies owed Agent pursuant to the terms hereof.

16. The Agent covenants and agrees to use diligence in the management of said property during the period of this Agreement until termination of same, and to furnish the services of Agent's organization for the leasing, rental, operation and management of the Owner's property.

17. EXCLUSIVE RIGHT TO SELL. Because the efforts of the Agent in effectively managing the property described in the Agreement will enhance its value and contribute to its value and contribute to its marketability and because the real estate license law of the State of Maryland requires that a licensee may not show a property for sale or negotiate a sale without having a written listing agreement on the property, and because the Agent may know of the opportunities to sell the property and may wish to show and negotiate offers on the property when he feels that they may be in the best interest of the Owner, it is agreed that if the Owner decides to sell or exchange said property during the period of this agreement or within (90) days following the termination of any lease agreement obtained by the Agent, or any extension thereof, the Agent shall have EXCLUSIVE RIGHT TO SELL or exchange the property at a price a terms acceptable to the Owner and may accept a deposit therefore, and in case of such sale or exchange, the Owner agrees to pay agent a reduced fee of 5% of the sale or exchange price.

18. The Agent is directed to deposit promptly all security deposits received under newly executed leases in a federally insured Banking or Savings Institution in the State of Maryland within thirty (30) days of receipt of the deposit. This account shall be devoted exclusively to security deposits, labeled "Escrow Accounts", and shall bear interest. Interest received is to be paid first to the tenant in an amount as required by the annotated Code of Maryland, Real Property article, Section 8-203 (Security Deposits) and any residual amount may be retained by the Owner. In the event the amount of interest paid on the account of any security deposit shall

be less than the amount required by law to be paid to the tenant, Owner shall be responsible for the full payment of the difference between the accrued interest and the rate of interest required by law.

19. The Agent agrees to deposit all receipts collected for Owner (less any amount which the agent is authorized to deduct therefrom) in a trust or escrow account in a Federally insured Banking or Savings Institution, separate from Agent's personal account. Agent shall not be held liable for any loss caused by the bankruptcy or failure of the bank or institution in which the Owner's funds are deposited.

20. Prior to any tenant taking occupancy of the Property during the term of this Agreement, Agent shall accompany such tenant in the inspection of the Property and shall prepare, at the time of such inspection, a Property Condition Report for both the interior and exterior of the improvements of the Property. If, at any time during the term of this Agreement, a tenant vacates the Property, Agent shall inspect the Property and prepare, at the time of such inspection a Property Condition Report for both the interior and exterior of the improvements on the Property. Agent shall also, inspect quarterly, the exterior and interior of the property during the tenants' occupancy and during any period when the Property is vacant.

21. Owner hereby authorizes Agent to enter into contracts, in Owner's name and at Owner's expense, for electricity, gas, fuel, water, sewer, trash removal and other services to and for Owner's property, when same are not the tenant's responsibility. Owner understands and agrees that Agent shall not be liable for any outstanding utility charges against the property.

22. Owner has been advised that the State of Maryland, the County, and certain Municipalities within the County require, by law that smoke detectors be installed and in operating condition in accordance with such law prior to any change in occupancy of a dwelling unit. Owner may contact the County Department of Fire and Rescue, division of Fire Protection, or local municipal governments for information regarding the specific requirements of the Smoke Detector Ordinances and agrees to comply with these requirements.

23. Owner is responsible for providing Agent with any and all association or management rules and regulations, and the Declaration of Covenants and Bylaws, where applicable, currently on file in the Depository of the Clerk of the County Circuit Court. If none are provided, Agent is authorized to obtain same at Owner's expense.

24. If the Owner requests and authorizes the agent to make payments on the trusts or mortgages secured by the property, taxes, special assessments, any insurance premiums, condominium or association fee, or other recurring fees, Owner will keep his account with Agent funded, in advance, in an amount sufficient to cover the monthly payments. The Agent agrees, upon request and authorization by Owner, to make timely payments on any trust or mortgage secured by the said property in accordance with a schedule of payments and account numbers supplied by Owner to the Agent; provided, however, that there are sufficient funds immediately available in

Owner's account with agent for that purpose. Owner further agrees to assume full responsibility for any late charges, collection costs, or foreclosure actions resulting from late payment or non-payment of any item under this agreement should Agent be unable to make said payment due to insufficient funds on hand, lack of income from property, or because of non-delivery or delay of mail or for any other reason beyond control of Agent. Owner expressly agrees that under no circumstances will Agent be expected nor obligated to advance or disburse any of its own money, or any money owed as compensation to Agent for its services hereunder for that purpose nor shall Agent be liable in any way for the default or any consequences thereof in the terms of any trust or mortgage.

Agent may in its sole discretion make payments on said trusts or mortgages in the event that there is a deficiency, but is under no obligation whatsoever to do so. Online access to Owner's Monthly Statement to Owner by Agent shall be sufficient notice to Owner of balance on hand and the need for additional funds. It shall be the responsibility of the Owner to reimburse Agent within ten (10) days of notice of said payment; Owner expressly consents to payments being advanced and made by Agent. If reimbursement is not made to agent within the aforementioned 10-day period, then this Agreement may be terminated in the sole discretion of the Agent on the first day of the second month following the aforesaid payment, provided that prompt written notice of said termination is given to owner.

In the event that the Owner, after having been given 10 days notice of monies advanced by Agent, fails to reimburse the Agent for said monies, Agent shall, at his sole option and discretion, charge 2% per month interest on said unpaid balance, as well as have the right to apply any of Owner's monies to pay said advancements and/or to pursue any legal and equitable remedies available under this agreement.

25. Owner acknowledges that the agents, subagents, and employees of AMS Property Renovations are acting as a third party management company and by signing below you hold harmless any actions to the company above.

26. It is understood that all receipts collected by Agent on behalf of Owner are transferred to Owner, thus Agent, is acting as a conduit of funds. Owner understands that Agent shall not be liable or responsible for the receipts after funds are transferred to Owner. Monthly Rental Disbursement checks are to be done on the 10<sup>th</sup> of each month, or the next business day if the 10<sup>th</sup> falls on a weekend or holiday. Monthly Rental Disbursements may also occur by ACH or wire transfer.

27. Owner acknowledges that Agent is acting as a third party management service and agrees to hold harmless Douglas Realty LLC and the Maryland Real Estate Commission as services provided by Agent may involve MLS, but are not done on behalf of the Broker or Commission.

28. This Agreement is the entire Agreement between parties, and no other oral or verbal agreement shall bind either of the parties hereto. Each Agreement is considered separate.

IN WITNESS WHEREOF, the parties have executed the Agreement in duplicate originals, one of which is retained by each party.

Agent:

Owner:

\_\_\_\_\_  
AMS Property Renovations, LLC

\_\_\_\_\_  
Print Name: \_\_\_\_\_

\_\_\_\_\_  
Print Name: \_\_\_\_\_

**\*\*Monthly Deposit Information**

In an effort to provide our clients with a truly “hands free” property management experience, we electronically deposit your monies rather than mailing you a check. You will still get your statement which will be available online.

- **Monthly Rental Disbursement checks or transfers to All Property Owners:** will be done on the 10<sup>th</sup> of each month, or the next business day if the 10<sup>th</sup> falls on a weekend or holiday.
- **Late Rental Payment by Tenant:** If a tenant pays the rent after the 5<sup>th</sup> of the month, the funds will be released to the owner 10 days later, or with the following months Rental Disbursement.



- **Maintenance:** All Maintenance/Repairs required to the property that are under the amount of **\$250.00** will be performed and charged to the rental income operating account. If the cost is extensive, contact will be made by Phone, or Email for authorization. If the issue is considered an emergency and AMS is unable to reach the owner, the repairs will be performed and charged to the rental account.
- **Email:** In an effort to cut down on postage cost and time, AMS will use Email to contact our property owners for all items, we will also email statements. Please be sure to provide a current email address to AMS.
- **Property Water/Electric/Gas Bills:** In ALL cases, the Electric and Gas bill should be billed directly to the tenant. The Water is required to stay in the property owners name. Any utility bills received by owners should be forwarded to AMS upon receipt. If the owner is responsible to pay it we will contact you immediately.
- **Referral Program:** AMS will pay \$50.00 per new client that is sent to us for property management. Once the new Client has signed on, and the unit is rented we will credit your account \$50.00.
- **Pest Control:** AMS will begin to have all units treated when the units are vacant, the unit will be treated for Bed Bugs, Roaches, Ants, Spiders, and other insects. The cost will be based upon the unit size, the cost will range from \$75.00 to \$125.00.
- **Security Deposits,** AMS will hold all Security Deposits for all move-ins in an Escrow account. This is at the request of most of our Property Owners, this will also protect our owners from the very harsh guidelines required in holding the residents security deposit.

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions):  Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number								

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number								

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶ _____	Date ▶ _____
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### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.



# ACH TRANSACTIONS AUTHORIZATION AGREEMENT

NEW  REVISE  TERMINATE (Check One)

I (we) authorize *AMS Property Renovations LLC* to electronically credit my (our) account to my  CHECKING  SAVINGS account (Check One) at the financial institution (Bank) named below.

Bank Name \_\_\_\_\_

Bank Address \_\_\_\_\_

Routing Number \_\_\_\_\_ Account Number \_\_\_\_\_

## ATTATCH VOIDED CHECK HERE

**VOID**

2400

19\_\_\_\_ 91-548/1221

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

FOR \_\_\_\_\_

⑆ 22105278⑆ 6724301068⑆ 2400⑆

Routing Number                      Account Number                      Check Number

I (we) understand that this authorization will remain in effect until I (we) notify *AMS Property Renovations LLC* in writing that I (we) wish to revoke this authorization. I (we) understand that *AMS Property Renovations LLC* requires at least 10 days prior notice to cancel this authorization.

Full Name (Print) \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## AUTHORIZATION TO ESTABLISH UTILITY SERVICES

I, \_\_\_\_\_ (printed name), owner of the property located at  
\_\_\_\_\_ (Residential Address, City, State, Zip Code)

Hereby appoint AMS Property Renovations LLC to represent and act on my behalf when establishing and disconnecting utility services. AMS Property Renovations LLC powers include but are limited to:

1. Authorize to put all Utilities in Owners or Management Company's name and conditioned to automatically transfer responsibility when Premises is vacant.
2. Obtaining information or documents from any governmental or privately owned utility agency necessary for the establishment of the utility service.
3. Preparing applications, providing information, and performing any other act reasonably requested by the governmental or privately owned utility agency in order to establish or disconnect utility service.
  - A. This shall be construed only to establish and disconnect utility services on my behalf.
  - B. AMS Property Renovations LLC shall not be liable for any loss that results from a judgment error that was made in good faith.
  - C. Owner agrees to immediately provide funds to AMS Property Renovations LLC, if necessary to pay any and all deposits or establishment fees to connect utilities.
  - D. AMS Property Renovations LLC shall provide an accounting for all funds handled and all acts performed as my representative, if I so request or if such a request is made by any authorized personal representative or fiduciary acting on my behalf.

This authorization shall become effective immediately. This is a durable AUTHORIZATION FOR AMS PROPERTY RENOVATIONS LLC TO ESTABLISH UTILITY SERVICES IN MY NAME. This authorization shall continue to be effective unless I cancel my management agreement with AMS Property Renovations LLC. I may revoke this authorization at any time by providing written notice to AMS Property Renovations LLC.

Owner's Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner's Printed Full Legal Name \_\_\_\_\_

Owner's Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner's Printed Full Legal Name \_\_\_\_\_

Management's Signature \_\_\_\_\_ Date \_\_\_\_\_

Management's Printed Name \_\_\_\_\_

## MOLD DISCLOSURE/WAIVER

Owner (Print) \_\_\_\_\_

Tenant/s (Print) \_\_\_\_\_

Property Address \_\_\_\_\_

1. NOTICE: Fungal contaminants (molds) may exist in the Property of which the Owner or his Agent are unaware. These contaminants generally grow in places where there is excessive moisture, such as where leakage may have occurred in roofs, pipes, walls, plant pots, or where there has been flooding. A professional home inspection may or may not disclose fungal contaminants.
2. OWNER DISCLOSURE: To the best of Owner's knowledge:  
Has the property had water damage?  Yes  No  
If yes, has the water damage been repaired?  Yes  No  
Has the property had a mold problem?  Yes  No  
If yes, has the mold been remediated?  Yes  No  
If there has been water damage or a mold problem, even if remediated, explain the problem and repair/remediation \_\_\_\_\_  
\_\_\_\_\_
3. TENANT(S) DUTY TO INSPECT: Tenant(s) hereby assumes responsibility to conduct whatever inspections Tenant(s) deems necessary to inspect the Property for mold contamination. Companies able to perform such inspections can be found in the yellow pages under "Environmental and Ecological Services".
4. RELEASE OF LIABILITY. Tenant(s) agrees to rely solely on inspections conducted by Tenant(s) and professionals retained by Tenant(s). Tenant(s) hereby releases and discharges all agents and brokers involved in this transaction from any liability in conjunction with mold contamination of the Property. Furthermore, except for any express misrepresentations by Owner in paragraph 2 herein, Tenant(s) hereby releases and discharges Owner from any liability in conjunction with mold contamination of the Property or any resulting damage the Tenant(s) may suffer. The Tenant(s) makes the decision to rent/lease the Property, independent of the Brokers/Property Managers involved in the transaction, and hereby agrees to hold Owner, and any brokers or licensees in this transaction harmless and to defend and indemnify them from any claim, demand, action or proceeding as a result of the presence or infestations of molds or other contaminants in or around the property.
5. PROFESSIONAL ADVICE. Owner and Tenant(s) execute this Disclosure/Waiver with the understanding that they should consult with a professional of their choice regarding any questions or concerns before its execution.

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

## LOCKBOX ADDENDUM

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### OWNER SECTION

The undersigned (Owner) \_\_\_\_\_ agrees to have a Lockbox installed on the property located at (Address) \_\_\_\_\_.

The Lockbox SHALL be a door hanger type. The Lockbox SHALL be the type that installs securely on a wall, door, or fence located in a inconspicuous place on the property. The Lockbox SHALL only contain the keys to the Premises. The Lockbox code SHALL only be given to trusted Vendors in order to gain access to the Premises for necessary repairs/maintenance.

The Lockbox installation is for the convenience of all involved. However, Owners are fully within their right to refuse the installation of a Lockbox. In which case, if neither Tenant nor Owner can be present to allow Vendor access to Premises, then AMS Property Renovations LLC will meet Vendor at the Property. and subsequently, charge a \$50 trip fee per occurrence. In order to reduce owner costs, and alleviate the often times frustration of third party scheduling, a onsite Lockbox is highly recommended.

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

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### VENDER SECTION

The undersigned (Vendor) \_\_\_\_\_ agrees to use the Lockbox in secure, professional manner. The undersigned Vendor SHALL respect the privacy of the Tenant(s) and their Premises. Vender SHALL only use the key within the Lockbox to gain access to the Premises for the prior agreed upon repair/maintenance job. If a repair/maintenance job requires multiple trips to and from the Premises, Vender SHALL communicate such need with Management prior to comings and goings in and out of Premises. Vender SHALL securely lock the Premises upon completion of each repair/maintenance job. Vender SHALL return the key to the Lockbox and securely lock the Lockbox upon completion of each repair/maintenance job. Vendor SHALL NOT keep any written (or other) records of the Lockbox code. Vender SHALL be given the code upon request by management immediately preceding each repair/maintenance job. Upon completion of each repair/maintenance job, Vender SHALL contact AMS Property Renovations LLC in order to confirm proper execution of the above mentioned procedures. Vender SHALL be Liable for the Lockbox, its contents, and the Premises during the execution of his/her repair/maintenance job, and for the improper locking of either the Premises or the Lockbox.

Vender Signature \_\_\_\_\_ Date \_\_\_\_\_

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**TENANT SECTION**

If the Owner approved the installation of a onsite Lockbox, the undersigned (Tenant(s)) \_\_\_\_\_  
\_\_\_\_\_ acknowledges the presence of a Lockbox located securely on a wall,  
door, or fence in a inconspicuous place on the property. The Lockbox houses a key to the Premises in order to  
allow access to the interior portion of the Premises, for the purpose of Vender repair/maintenance jobs, to be  
used during times of Tenant/Owner absence. Those Tenants that wish to be present for Vender approved jobs  
will always first be given the option to meet the Vender at the Premises at the agreed upon time in order to  
grant Vendor access to the Premises. If Tenants fail to show or cannot, the Vender is hereby authorized to gain  
access to the interior portion of the Premises by using the key within the onsite Lockbox.

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Date \_\_\_\_\_

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Management Signature \_\_\_\_\_ Date \_\_\_\_\_

## REMODELS/LARGE SCALE RENOVATIONS POLICY

Simple “maintenance/repair jobs” (i.e. plumbing issues, garage off track, roof leak, etc, etc) are part of a property manager’s job, fully expected, and the scheduling and management of their repair is included in our monthly management fee. We will manage those incoming maintenance/repair requests with simplistic ease.

However, remodels and large scale renovations (i.e. kitchen/bath remodel, jobs requiring multiple subcontractors, etc, etc) are a different matter. It takes significant time, energy, and a keen eye for attention to detail to successfully pull off a quality remodel.

If, and, or when you have a large scale job that needs to be carried out on your property, as a owner, you have three options. (1) Do all, or manage all, the work to be performed yourself. (2) Hire a contractor to manage all the work and schedule all the subcontractors. (3) Hire AMS Property Renovations LLC to manage all the work and schedule all the subcontractors. We charge a flat 10% of the total cost of the job for this service.

NOTE: We are not contractors.

How you want to tackle any future remodel jobs is completely up to you. You don’t need to decide right now. We just provide this information, so expectations are as they should be.

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_



## RENTAL PROPERTY UNDER NEW MANAGEMENT

Please fill in your tenant's information. We will mail and email this form to your tenants on (Date) \_\_\_\_\_  
\_\_\_\_\_ on your behalf.

Tenant Name(s) \_\_\_\_\_

Tenant/Property Address \_\_\_\_\_ Unit # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Tenant Email Address \_\_\_\_\_

Dear (Tenant(s)) \_\_\_\_\_, this is to advise you that I/we will be turning over the management of the property you are residing to:

**AMS Property Renovations LLC**

**EMAIL:** info@agentshivers.realtor

**PHONE:** (240) 621-0193

**WEBSITE:** www.agentshivers.realtor

**ADDRESS:** 8630M Guilford Rd. STE 194, Columbia, MD 21046

**(1)** Please be advised that all rent payments, repair/maintenance requests, and all further Landlord/Tenant correspondence will need to be made directly to *AMS Property Renovations LLC* beginning on (Date) \_\_\_\_\_. If you have any questions regarding the change in management, please direct them to the above referenced Management Company. I took great care in choosing a top-notch management team. I am confident you will be in good hands, and ultimately happy with this change. **(2)** If you have a Lease currently in effect, all provisions of it remain the same, and in effect until its expiration date. If you do not currently have a Lease or Rental Agreement for the property where you are residing, then *AMS Property Renovations LLC* will be contacting you in order to draw one up. Please be receptive to their communication efforts. **(3)** Rent payments and maintenance requests shall be made through the "Tenant Portal" commencing on the above referenced beginning date or by mail. You will receive a invitation via email to create an account for Tenant Portal access. The Tenant Portal can be found at www.agentshivers.realtor >> and by clicking the "Tenant Sign In" link.

Per your current Lease or Agreement (Check all that apply):

- Rent shall remain in the amount of \$\_\_\_\_\_.
- Rent shall remain due on the \_\_\_\_\_ of each month.
- Rent shall remain considered late if paid after midnight on the \_\_\_\_\_ of each month.
- Other \_\_\_\_\_

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

## **AMS Property Renovations LLC**

### **Privacy Policy**

AMS Property Renovations LLC (referred to herein as 'AMS' 'we,' 'us,' or 'our') recognizes the importance of protecting the privacy of certain information including personally identifiable information ('Information') collected about our clients, tenants, and prospective tenants (referred to as 'Customers,' 'you' or 'your'). This Privacy Policy effective August 1, 2014 summarizes the policies and practices regarding the collection, disclosure, and confidentiality of information that we maintain. We are committed to protecting your privacy. We want you to understand what information we collect and how we use that information. Our information handling practices are regulated by law and this Privacy Policy describes those practices.

#### **When do we collect information?**

We may collect information about you anytime you interact with AMS such as when you (i) access or browse our website, (ii) transact business with us, (iii) communicate with us either by e-mail, over the telephone, or in any other manner, (iv) fill out any applications or forms available on our website, received from us by email, mail, or in person, (v) request information about our services.

#### **What information do we collect?**

Information we collect is generally of two types, personally identifiable information and non-personally identifiable information.

Personally identifiable information comprises any information that can help us identify or locate an individual including without limitation: an individual's name, address, e-mail address, telephone number, credit card number, social security number, or financial information not publicly available. Information obtained during conversations with you or observed during visits to your premises. Information gathered during the course of managing your property. Information gathered when collecting rental applications.

To collect customer information from the above-stated sources AMS may use the following means of communication to gather information: written, in-person, telephone, facsimile, electronically, and online.

Non-personally identifiable information comprises information that does not by itself identify an individual. This information generally includes anonymous information about an individual's use of our website that includes, among other things, information concerning date and time of visit, the pages of the website visited, path through the website, IP address, the type of browser and operating system used.

## **Background Checks (Rental Applicants)**

We will use personal information disclosed by you to conduct background checks. We may verify any information that you submit to us in connection with your application for a lease through any means, including any consumer or criminal record reporting agencies, personal and professional references, employers, and other rental housing owners.

## **Correspondence**

If you contact us by telephone, e-mail, or letter to provide feedback, comments, input, or for any other reason we may keep a record of that correspondence and collect your personal information to process your inquiries, respond to your requests, and improve our services.

## **How do we share or disclose the information that we collect?**

The information that we collect, as described above, is used for managing our services to you. We do not share information about our customers, or former customers, with non-affiliated third parties other than as permitted or required by law. For example, AMS may share all of the information listed above with non-affiliated third parties for, including but not limited to, the following reasons:

Information that is necessary to protect the confidentiality or security of our clients' records.

Information that is necessary to investigate and resolve client disputes or inquiries.

Information that is required by individuals or entities who are assessing our legal compliance.

Information that is required by AMS to comply with the law.

Information that is necessary to protect against or prevent fraud, unauthorized transactions, claims, or other liability.

## **Securing Information**

We use a secure Internet and e-mail provider to protect the confidentiality of electronic communications. Appropriate action would be taken against any employee who impermissibly shares client information. We regularly review our security measures and employee education programs to help protect this information and when we share information with nonaffiliated third parties, we require that they have standards to keep this information private.

AMS has undergone a site inspection to ensure it complies with all applicable laws regarding the securing of personally identifiable information and other data.

## **Children's Privacy**

The website complies with the Children's Online Privacy Protection Act and all other applicable laws and regulations protecting children's privacy on the Internet. The website is not directed to children under the age of 18 and we do not allow persons under 18 years of age to create user accounts. Therefore,

except as may be required by law, the website does not knowingly collect, maintain, or disclose any personal information from children under the age of 18. If you are under the age of 18, please do not: (i) access or use the website, (ii) fill or attempt to fill any form on the website, or (iii) sign up for any service.

### **Integrity**

We aim to keep our information about you as accurate as possible and encourage you to promptly update your information if it changes. You may, at any time notify us in order to update, modify, or delete any inaccuracies in your information. You may also request us to remove your account information from our databases and we will try to remove as much information as possible. However, as we generally keep information related to past transactions for our records, we will not be able to completely remove all of your information.

### **Changes to Privacy Policy**

We may change our policy at any time by posting a new version of it on the website. We encourage you to check the website regularly for information about revisions to this Privacy Policy. In the event that we change our Privacy Policy, such changes will affect all of the information we collect after any such change. If you object to the change to our Privacy Policy, then you must contact us in writing regarding your objection.

### **Acceptance of these Terms**

By using this site or providing information to us, you signify your agreement to our Privacy Policy. If you do not agree with this policy, please do not use the site or provide any information to us. In addition, your continued use of our site following the posting of changes to these terms will also signify your acceptance of those changes.

### **Questions and Comments**

If you have any questions or comments about this Privacy Policy, you may contact us at 240-621-0193 or by email at [info@agentshivers.realtor](mailto:info@agentshivers.realtor).



National Association of Residential Property Managers





*A smart way to reduce risk for your investment property.*

## RESIDENT INSURANCE

*Accidents happen. When they do, it's important your tenants have insurance in place. This reduces your risk and protects your investment's profitability.*

As a property management company, we have begun requiring resident insurance from our tenants. This helps protect your properties from accidental tenant-caused damage (like kitchen fires or water damage).

Tenants are required to provide proof of resident insurance upon move in. They are otherwise enrolled in our own tenant legal liability insurance program.

Tenant liability insurance protects you from having to pay out of pocket for repairs that are truly a tenant's responsibility. Requiring resident insurance is a growing trend among the largest owners and operators in property management.

### Program Benefits

- No cost to you
- Reduces claims on your building insurance, which can result in rate increases or cancellation
- Decreases out of pocket repair expenses, which impact cash flow and profitability

### Program Details

Our company, together with AppFolio, has partnered with Great American Insurance Group to provide an easy and cost effective tenant liability insurance solution. Each enrolled tenant is added to our master commercial policy, and charged for coverage.

Policy coverage: tenant liability to the landlord for damage to the leased property (limit of \$100,000 per occurrence). Covered losses include fire, smoke, explosion, water damage, backup or overflow of sewer or drain, falling objects, riot, civil commotion.

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Tenant Liability Insurance Program is developed and managed by AppFolio, Inc., and the agent/broker for this program is Stern Risk Partners.

Tenant Liability Insurance Policy is underwritten by Great American E&S Insurance Company.

Policy Details: [www.appfolio.com/insurance](http://www.appfolio.com/insurance)

Questions? Please contact AppFolio at (866) 648-1536, or email [support@appfolio.com](mailto:support@appfolio.com).