



2021 – MORE THAN 40 YEARS!

We are not the best certified management company because we are the **oldest.
We are the oldest certified property manager, **BECAUSE we are the BEST!****

Prospective Client Handbook

Thank you for inquiring about our leasing and management services. We hope you find the information in this handbook helpful and informative. For more information visit our website at www.rentalsinboise.com.

You may be a seasoned investor, or you may have just purchased your first investment property. In case this leasing process may be new to you, the majority of this handbook is information to answer the many questions that will surface during the process of getting your property leased.

There is a lot of information here and I know that very few of us have time to sit for hours reading about property leasing and management. Items have been categorized so that when a question arises you can quickly reference an answer.

In comparing Property Management companies you will find we have different methods of charging fees. RMA charges a percent of revenue plus select function fees. Our extensive services and associated fees are clearly stated in this handbook with a line item detail on the last page. There will be no surprises on your statement. Often management companies that offer a low management percentage, upcharge maintenance work, and bill for every small administrative task, including making photocopies. So be sure to compare apples to apples when determining bottom line costs.

Once you have had an opportunity to read through this handbook please give us a call (208-514-4872) to set an appointment in the office or at your rental. During that meeting you will meet with an agent to answer any remaining questions and move forward to getting your house listed for lease. I sincerely appreciate your inquiry and we look forward to assisting you in your goal of getting your property leased and managed successfully.

Sincerely,
Spencer Henderson, President
Realty Management Associates Inc., CRMC®

Owner Testimonials

The folks at RMA have managed our single family rental for a year now. We couldn't be happier with their service. They do all the work and we get a check every month – doesn't get any easier than that!"

~Paige Lee, Eagle, ID

"The entire RMA Team have been fantastic! I appreciate their professionalism, insight, and suggestions regarding the property to retain exceptional tenants. As an owner I appreciate the peace-of-mind I now have regarding my property."

~Sue Desrosier., Edmonds, WA

"Great company to work with. They were spot on when we needed a repair or had a concern it was addressed quickly."

~Troy Veach., Tenant

"RMA is fantastic! They gave an honest assessment of my rental property, were quick to get advertising out, have a very responsive team that gets back timely, and gets the home ready for new tenants. By far the best experience I've had with any property management group."

~ Eric Ransom., Boise, ID

Terms and Definitions

Lessor/Lessee: Tenant/Landlord/Renter/Owner: For ease of reading we always use the terms renter and owner. Some people like to use the terms tenant and landlord or lessor and lessee... we keep it simple!

Property management/ Property Manager: This term is very easily confused. Property management includes things like receiving rents, handling late notices, taking care of routine and emergency maintenance calls, monthly accounting to our owners of moneys collected and disbursed, doing move in and move out surveys, accounting for the refund or charges with security deposits. The Property Manager is the individual who orchestrates much, but not all, of these processes.

Leasing: Includes the logistics of showing the property to prospective renters, marketing the property, screening the renters, writing the lease, negotiating lease terms when appropriate, and maintaining the forms necessary to keep you in compliance with local, state and national laws. Some of the forms we use include lead based paint disclosures, leases that conform to the landlord tenant laws, and application forms that are in compliance with federal and state laws, and collecting the initial moneys in certified or cleared funds at or prior to move in.

Agent: Your main contact while the property is being rented and under management. Your Agent is also your Property Manager.

Lease vs. rent: For us there is no difference if we lease your property or rent your property. Our signs use the word "rent," but we use the terms lease and rent interchangeably.

Onboarding Your Property

Upon taking on management of a new property, we schedule a complete interior/exterior walk through survey of the house or multi-family units. This allows us to determine fair market rent, assess if there are any maintenance concerns that need to be addressed, and to establish the condition of the property at the time we begin management. You will receive a Rental Confirmation email from your Property Manager along with recommendations, if any, for maintenance tasks that should be performed prior to placing a new tenant. A Rental Market Analysis will also be conducted and a full report sent to you proposing a rent range compatible with comparable properties in the current market environment.

If the new property has renters in place we will schedule with the renters to conduct a complete interior/exterior walk through survey within the first 45 days of management. This gives us an opportunity to inspect the interior condition of the rental, keeping an eye out for signs of lease violation or excessive wear and tear, as well as meet the renters if they make themselves available. If there are immediate maintenance concerns we will alert you and arrange for them to be taken care of. You will receive a copy of our report with photographic documentation, and suggestions for rent-ready maintenance, and deferred maintenance, if any, to be taken care of at the next renter turnover.

When we take on management of an occupied unit, we distribute door hangers to neighbors providing them with our contact information and encouraging them to call us should they have concerns with anything regarding your rental or occupants. We distribute these hangers once a renter has been placed when we take on a vacant property and at the time of our initial walk thru with occupied properties. Because people move, and forget where the “safe place” is that they tucked away important information, we also redistribute the door hangers annually during our property walk through survey.

Marketing

- **Effective leasing and managing properties is a result of systems, experience and specialization**

You want a company that is totally focused on finding a suitable renter for your home. Our time is devoted to leasing and property management in the Greater Boise Metro area; we do not sell homes. All of our staff, systems, software and marketing efforts are in place to successfully lease and manage residential property. Our marketing strategy creates shorter vacancy periods, which means more income in your pocket.

Because we do not list homes for sale or sell homes, the Realtors across the city constantly refer well-qualified prospects to us.

- **Web based marketing**

When a renter is trying to get a feel for what homes rent for or what is available for lease, our website is available around the clock. Approximately 60% of the people who lease from us find us first via our Internet presence. Our fully automated showing system, using email and text communication, guides prospective renters through the process of home matching, preliminary qualifying, viewing the property, and encouraging feedback regarding the property. Approximately 80% of the people who we work with use our site to do advance “screening” of properties. We have a comprehensive web site (www.RentalsInBoise.com) that allows us to display multiple photos of each house with detailed descriptions and amenities. Each ad on our website is syndicated across the Internet and appears on all the

major national rental sites. These listings also link directly to schools, maps and city information.

- **Professional signs**

Our second largest source of leads is our high-quality, metal signs. People drive through the neighborhoods where they want to live. Our signs display our logo, our name, our telephone number and our website address. Rarely does a day go by that someone doesn't call from the driveway of a house where they see our sign. Using our automated showing system, they are able to view the property on the spot.

- **Professional Network**

We actively participate in professional networks within the Real Estate community. RMA also has established relationships with the major employers in the Greater Boise Valley community. We work closely with these professionals to assist them with housing needs for their clients and employees.

The Lease up process

- **Quality Renter Screening**

We know the questions to ask. How are we going to make a logical decision about whether or not this prospective renter will pay the rent as agreed, and take care of the home? Screening is critical to getting the right people for your property. We go beyond just running a credit report. We use an extensive screening process to ensure reliable renters, which includes obtaining references and criminal background verification. Our rental policies are posted on our website under the Apply To Rent tab. Every applicant is held to the same rental criteria and is processed on a "first qualified" basis.

- **Leases**

In today's fast paced world very few "legal" transactions can be handled successfully without a written contract. Details have a tendency to get misunderstood or miscommunicated. Our lease has been prepared by an attorney and has been through 40+ years of evolution to keep current with changing times. You can rest easy knowing that it is "in the contract". Expectations for both the owner and renter are clear and easy to understand - no fine print!

Laws at the federal, state and local levels change fairly regularly. One of our objectives is to stay current with the laws that affect you and your property. Whether it is a change in the Landlord Tenant Laws, or a new federal regulation that has passed. We want to keep you at the forefront of compliance.

The length of lease will vary with each renter's situation, but will never be in conflict with your goals. Most of our leases are for 12 months.

- **Initial moneys from renters**

We strive to get the maximum deposit for you. There is no law in the State of Idaho that dictates a minimum or maximum security deposit; we base the deposit requirements on

market conditions and the credit worthiness of the prospective tenant. Currently we collect the equivalent to one month of rent in move-in deposit. Pet deposits vary with the number and kind of pets. Generally, the refundable pet deposit is about \$550 for one pet and \$800 for two pets. Additionally we charge a pet rent of \$25 per pet. We do not recommend more than two pets of any type. To protect your home, we want only the tenants that will minimize damage to your property, with or without pets.

At/or prior to move-in we will collect the initial deposits and rent in certified funds only.

Eyes On Property

Even a property manager cannot have around-the-clock surveillance on every rental property. However, we do have systems in place to maximize “eyes-on-property” for your rental. We reach out to the Home Owner’s Association of each community where we manage rentals to make sure they know to contact us should they observe a CCR violation. Our property manager conducts periodic drive-by surveys looking for any tell-tale signs of concern. If we observe anything on our drive-by that would alert us to a potential tenant problem, we will schedule a walk through survey of the property. We distribute door-hangers to the neighbors notifying them of who to contact should they have any questions or concerns. And of course, we conduct our regularly scheduled annual walk through survey. This “community” approach to keeping a watchful eye on your property ensures maximum oversight. You may at any time request we conduct an additional walk through survey for a nominal fee of \$50.

Maintenance of your property

- **Requests for maintenance**

Our leases require that renters submit all non-emergency maintenance requests through our Property Meld system. You will receive notifications and updates from Property Meld so that you can monitor progression of the work. This system is to keep you informed, it does not require your participation. You may opt-out of notifications if you wish. However, you can also reach out to your property manager at any time for further explanation if required. We have a few vendors who provide low volume service for us. In this circumstance they may not be participating with the property meld system.

Emergencies don’t take holidays or “sleep”. Emergency calls are handled 24 hours a day 7 days a week. Emergency maintenance is clearly defined as:

- Frozen pipes
- Free flowing water
- Sewer backup
- No useable toilet in the property
- No heat during freezing temperatures
- Unable to secure property

When an emergency occurs, our goal is to minimize the damage to the house, minimize the loss of rent, and have the problem taken care of at a reasonable cost with the correct vendor. If the emergency happens during non-business hours we begin the process of getting things taken care of and will try to contact you at a reasonable hour the next day. Certainly when we have a

situation where large expenditures are required such as the furnace or air conditioner, it will not be done until we get in touch with you. The only exception to that would be if we could not reach you within one day we would make what we believe to be the best decision under the circumstances. We do not take this responsibility lightly.

- **Keeping maintenance costs down**

RMA has an employee dedicated solely to the coordination of maintenance work. Requests for maintenance are handled efficiently and effectively. When a maintenance request is received through our property meld system we reach back out to the renters to clarify the problem and attempt to solve it on the phone if we can. A good example of this is when a renter calls saying that the electrical outlets in the bathrooms do not work. We explain what a GFI switch is and how to reset it. We also explain that if we send someone out and that is the problem, the renter will be responsible for the maintenance charge.

We fit the maintenance person to the size and complexity of the job. We don't need a licensed plumber to stop a toilet from running. But we aren't going to use a handyman to deal with a problem with something like a gas line. We have the same goal you do; we want the job done right and at a reasonable cost.

- **Experienced insured vendors** – You get value and fair charges!!

Having maintenance done at your property sadly, is never free. With over 40 years of experience RMA knows the right person for the job. The preferred vendors we use are carefully selected from the multitude of vendors available in the marketplace. Using our vendors allows us to set appointments quickly and with more flexibility for the renters. That keeps the renters happier which is good for everyone. If you have long-term vendor relationships that you wish to continue with for your rental, we are happy to accommodate. Due to the necessity of keeping up-to-date licensing & insurance information on each vendor and the extra time involved in the logistics in working with a vendor who is not compliant with our systems, there is a 10% project management fee, (minimum \$50), attached to work orders where we use your vendor and not ours.

- **Home Warranty**

RMA is happy to work with your Home Warranty Company or Builder Warranty provided you have contacted your Warranty company in writing authorizing RMA as an additional contact. We require this for time efficiency reasons. The systems we have in place with our preferred vendors, allows us to process maintenance issues quickly and effectively. When working with a Home Warranty company they have their own systems that require considerably more of our time. This added time investment becomes unacceptable when the Home Warranty company will not communicate directly with us, thereby hindering our efficiency and requiring a greater investment of our time to project manage the maintenance work. In the event of such an incidence as described above, RMA will have no option but to charge the owner our hourly service fee for time spent communicating with the Warranty company.

- **Paying for maintenance**

We require you to maintain a reserve fund for each property you have under management. At the present time we are keeping a minimum \$500 reserve while vacant and \$300 when occupied. This is NOT a fee, this is YOUR money that will be used to pay bills for your property. This money will be used for small repairs when needed, and during a vacancy to

provide for services such as lawn mowing, snow removal, and for turnover cleaning costs or other expenses that may be incurred during a tenant turnover.

All maintenance bills are paid from your reserve fund and the rents that are collected. If a maintenance problem exceeds the funds available in your account, we will call you. Of course in the case of emergencies, we will do what is necessary to take care of the immediate problem and involve you in the final solution as soon as possible.

- **Preventative Maintenance**

Keeping your rental property in good mechanical and structural condition is one of our primary concerns. Your rental is an investment, and as such, attention should be paid to the overall condition of the property so that when the time comes to sell you can be assured of getting top market price. With this in mind, each January we will send you a list of available inspections or services that are recommended at different intervals. We ask that you select and/or decline services for the upcoming year, and return the form to us to keep in your property records, and so that we can make arrangements on your behalf for any services that you have requested.

- **Getting the property ready for new renters**

When a property becomes vacant we will perform an interior and exterior survey of your property to determine what damages (if any) are attributable to the vacating renter and to identify any general upkeep maintenance concerns that should be addressed. We do include photographs when possible.

The renter will be charged for the repairs, cleaning and maintenance for which they are responsible. This amount will be deducted from their security deposit. In the interest of keeping on top of deferred maintenance items that effect the value and rental attraction for your property there will often be some costs attributable to general wear and tear that are the responsibility of the owner.

What you want is to have the house in top marketing condition to reduce any vacancy period. Renters are very selective. They like neutral colors, a spotlessly clean appearance, and everything in good working order. We are not looking for Architectural Digest quality decorating...we are looking for a neutral, well maintained and clean property. We will work quickly to bring your property to that condition so that it needn't sit vacant any longer than necessary.

We do several walk-through surveys while the property is up for lease and will look for things that need to be taken care of. Properties rent much faster when they show well. For this reason, although we may pre-market rentals prior to tenant move out, we never show a property while still occupied by vacating tenants.

All properties are re-keyed just before a new renter moves in; this procedure gives our renters peace of mind and is an effective risk management tool for you. RMA manages the specific key cut associated with each property, which allows efficient access to the property if need be. This cost is shared between the renter and landlord; we are currently charging a \$50.00 contribution from the renter, deducted from their security deposit at such time they vacate the property.

In some instances new properties coming under management require work beyond that which would be regarded as “basic rent-ready preparations”. This would include, but not be limited to: purchase and installation of new appliances, purchase and installation of sprinkler system and/or landscaping, extensive remodel or repair work, new roof installation. Where RMA solicits bids, arranges for purchase and oversees this work, a 10% project management fee will be charged. Alternatively, Owners may choose to manage these types of purchase and installation jobs themselves. “Basic Rent-Ready Preparations” which ARE included as a part of our Management and at no additional charge may include, but not necessarily be limited to the scheduling and oversight of: cleaning, wall patching & repainting, carpet replacement, equipment repair, plumbing & electrical repair, landscape cleanup, exterior power washing, window cleaning.

- **Tenant Installation of Satellite Services**

It is the renter’s responsibility to arrange and pay for the cable, Satellite TV and Internet installations. However, we have strict guidelines in how installations are to be handled. Our tenant lease states that a satellite dish may not be mounted on the roof. It would instead need to be mounted on a free standing pole or, if appropriate on wood trim on a corner of the house.

Management Fees: Managing the property includes receiving rents, handling all maintenance calls, rent-ready preparations, and providing the accounting features listed above. Performing the move in and move out inspection surveys, periodic drive-by surveys, additional walk through surveys if circumstances warrant, and a full rental market analysis report for the initial marketing of a new property under our management. For owners with 3 or more multiple door properties RMA offers the choice of our regular percent plus fee structure or a flat rate fee structure. See the fee schedule at the end of this document for further information.

Receiving rents

- **Rent due dates**

Rents are due on the first (1st) day of each month in advance and are considered late if not received by 5:00 pm on 5th day of each month. We have several options in place to make it easy for renters to remit timely payments: electronically, U.S. mail or drop off. RMA retains all late fees and other Tenant fees; this helps keep our management fees as low as possible for you, the owner.

- **Rent not received by due date**

If rent is not paid, as agreed in the lease, who is going to do something about it and what is going to be done? Although it doesn’t happen very often, it can happen that we do not receive the rent on time. You can trust us to take decisive action with appropriate legal notices and postings. There are systems in place to take timely, specific and targeted action; initial late notices sent on the first business day after the 5th of the month and legal pre- eviction notices around the 10th of the month. Should circumstances warrant consideration of formal eviction, Owner will be consulted prior to any action being taken.

- **Cash flow Protection**

With the stringent qualification guidelines and our systematic screening process it is rare that a renter has to be evicted from your property. However, job losses and life circumstances happen to Renters. In these circumstances we are often able to resolve an informal tenant eviction with little or no cost to the owner. However, if we do have to formally evict a renter for non-payment of rent using the court system we have programs in place that will minimize your out-of-pocket expenses.

- **Eviction Protection:** Evicting a delinquent renter can cost anywhere from \$400 to \$1,000 with attorney fees, court costs, and processing fees. When you are already in a situation where the rent is not coming in we don't want to have to ask you for more money just to get things rolling with the attorney. For a small fee RMA offers an **optional** Eviction Protection Service for non-payment of rent. For just \$90.00 per year, (\$7.50/month), your normal eviction expenses of up to \$875.00 will be covered.

Owner Statements and Money

- **Accounting software**

When it is your money we're talking about, you want to know exactly what is going on and you don't want a statement that is handwritten on a piece of scratch paper. We use industry specific software that allows us to provide accurate timely statements on a monthly basis that you can access through your online portal. RMA uses a software package designed specifically to manage single-family homes and small apartment properties. You will receive an email each month with a link to your online account portal where you can view your statement and pdf copies of vendor receipts for any maintenance work that may have occurred. The statement will detail all income and expenses on your property. At tax time people usually spend a lot of time looking for all the records of income and expenditures they need. We provide you with a 1099 and a year-end statement with all the details and summaries that you or your tax preparer will need to fill out all those wonderful IRS forms.

- **How your money gets to you**

We close the monthly accounting cycle on the 25th day of each month; statements and owner proceeds are processed on the 26th (the first business day following the 26th if on a weekend or holiday). Your disbursement will be transferred via ACH and should arrive in your bank account by the 27th (or next business day following day of processing).

- **Our services are tax deductible!**

The IRS gives you a tax break. We stay updated with current tax laws regarding tax deductions for your rental property. The IRS looks at investment property as a business. Expenses associated with the business are a tax deduction. Owners of multiple rental properties may even qualify for the 20% qualified business deduction, a benefit included in the 2017 Tax Cuts and Jobs Act – ask your tax accountant about this. Our leasing and management fees are definitely a tax deduction...the cost to repair that broken fence... a tax deduction. As of the introduction of the TCJA the cost of most improvements may be

expensed in full in the year they take place. However, improvements to the structure and roof replacement must still be depreciated over 27.5 years.

Communication

Good communication is critical to a satisfactory relationship. RMA strives to be an excellent communicator both with our Owners and Renters.

Communication with Owners:

After each walk through survey you will receive a full written report. Each drive-by survey will trigger an email notification to both the Renter and the Owner. If the Property Manager observes a general property maintenance item that would benefit from immediate or near term attention, he will notify you.

Our Property Meld system keeps you informed of general maintenance items. (see maintenance section). We always reach out to you for any maintenance item that will cost in excess of \$300 before scheduling necessary repair work.

Phone messages are returned within 24 hours. We have the same response policy for email communication however, email response is often faster than phone.

Each month we publish an Owner Newsletter. You will receive an email with a link to the newsletter published to our website. The newsletter is an efficient way of informing you of upcoming routine maintenance items, and annually recurring charges. We write feature articles on topics related to investment rental property, keep you up-to-date on vacancy statistics, and the local real estate market activity.

Communication with Renters:

When we draw up a lease for a new renter they are provided with clear written guidance on our policies and procedures.

When we inherit a renter with a new property under our management, we post a notice to both the renter's door as well as send written notification by US Mail to inform them of the new management, how to pay their rent, and confirm the financial outline of their rental agreement. Each time we conduct a drive-by survey, the renter will receive an email to let them know we have completed a drive by. If there are any violations, they will be noted on the email with instructions on how they should be resolved.

If the renter is late paying rent, we contact them by phone and/or email, and then if we still do not receive rent within the allowed time, we post a pre- eviction 3-day notice to the renter's door. Ongoing communication with our renters is accomplished through our Tenant Newsletter which reminds renters of seasonal tasks to be addressed around the home and yard.

Other communication needs with our renters would be to schedule maintenance service and address any concerns they may have. Renters can submit work orders through the Property Meld system on our website, as well as reach us by phone, and email.

Owner-to-Tenant Communication:

The systems and policies we have in place facilitate clear communication which results in happy renters and happy owners. However, on occasion, when taking on management of a new property, we have experienced owners who are used to communicating directly with their renters. If owners continue to give direction to the renters during the transition process it can cause a great deal of confusion. In this transition stage, both owner and renter are becoming familiar with our processes. Bypassing our company to communicate directly with one another

can cause havoc to our system and confusion for renters and owners. When this happens, we have unhappy renters and unhappy owners! We want to do everything possible to avoid confusion and frustration. For this reason, we ask that all communications regarding your rental property and renters are funneled through our office.

New Client Account Setup

Ideally RMA likes a minimum of two weeks to set up a new property account. The more time we have in advance of the management commencement date, the better able we are to schedule a fast turnaround once the property is available for us to access. Our onboarding specialist will guide you through each step of getting your account set up and your property ready for marketing. You will be emailed an electronic Management Agreement for your e-signature. Additional documents will include several addendums, a check-list of items we will need to set up your account, ACH form and W9 form. Upon delivery of the signed agreement we require a deposit of \$500 to fund your account with RMA. This deposit represents YOUR FUNDS held by us; this is NOT a fee. These funds will be used to offset the cost of advertising and lease up fees (if any). If cleaning or repairs are required prior to your first tenant, we will request additional funds to cover these costs. \$300 will be retained in your account to satisfy your minimum reserve and any unused funds will be returned to you with your first month's rent disbursement.


How To Reach Us

- **Who to Talk To – How to Reach Us**

One of the keys to a successful business relationship is clear communication. While we prefer e-mail communications, we have implemented a sophisticated telephone system with auto-attendant to help with the number of calls we receive. All voicemail messages will be returned within 24 hours. You are always welcome to contact us in any number of ways.

In Writing: 4290 W. Chinden Blvd. Suite A, Boise, ID 83714.

Fax: 208-377-2966 **Website:** www.RentalsInBoise.com

 Telephone:	(208) 377-8889	e-mail:
New Client Inquires:	DaNay, ext. 1506	danay@rentalsinboise.com
Onboarding Specialist:	Kristal, ext. 1509	kristal@rentalsinboise.com
Property Manager:	Spencer, ext. 1508	spencer@rentalsinboise.com
Property Manager:	Jackie, ext. 1510	Jackie@rentalsinboise.com
Maintenance;	Mackenzie, ext. 1502	maintenance@rentalsinboise.com
Leasing/Marketing Agent:	Brandy, ext. 1501	Rmainfo@rentalsinboise.com
Accounting:	Contact your property manager	

Service Fees Synopsis

For your convenience, please see below all management fees and costs by line item. Our policy is to be completely transparent with all charges that you might incur while your property is under our management.

OPTION A

Service Fees	Amount	When Charged
Annual Admin. Fee per Property	\$50	January (prorated)
Calendar Month Advertising Fee	\$120	Only while marketing property
New Tenant Lease	\$200	The month a new tenant is placed
Renewing Tenant Lease	\$100	The month we renew a lease
Management Fees	6% of income	Monthly
Vacant Property (building) minimum charge	\$50	Monthly, while property is vacant
Owner requested inspections beyond usual service	\$50 each	At time of inspection

OPTION B

We will conduct a fee analysis for your account, taking into consideration historical rents, turnover frequency, and potential maintenance load. From this analysis we will send you a flat rate fee proposal. Please reach out to our new business agent to request an analysis of your portfolio. 208-514-4868

Maintenance Services

Re-Key Charges (You will be charged vendor fee based on number of cylinders)	Vendor Charge	At time of tenant turn & 1 st rental. (tenant reimburses \$50 of expense upon moveout)
Sprinkler Blow Out	Vendor Chg	October or November
Sprinkler Turn On	Vendor Chg	May or June

All other general maintenance work, (if any), will depend upon when it is needed and if/when requested by you. The optional services that we recommend are scheduled throughout the year. This list is sent out at the beginning of each year and you can select any service you would like performed on your property. If you have requested any of these services, please read our monthly newsletter for updates on when the work will be performed. If you have not pre-requested any of these optional services, but then read about them in the newsletter and would like to have this service for your property, we may still be able to accommodate you.

Contents of this manual is subject to change without notice.